

Complaint about childcare provision

Ref: EY263716/6407890

Date: 10 July 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 May 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, supervision of staff, key person, supporting and understanding children's behaviour and information and record keeping.

On 9 July 2026, we carried out a regulatory visit. We found the provider was meeting the requirements relating to the concern. However, was not meeting the requirements for staff:child ratios, which was found at the visit. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 17 June 2026:

ensure that there is a named deputy manager who can take charge of the setting in the manager's absence

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare

providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).