

Complaint about childcare provision

Ref: EY306142/6334140

Date: 6 May 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 25 February 2026 the provider notified us about matters relating to safety and suitability of premises, environment and equipment. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 2 March 2026, 23 March 2026 and 21 April 2026, we received additional concerns that the provider was not meeting requirements relating safeguarding policies and procedures, safety and suitability of premises, environment and equipment and health.

On 1 May 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider had retrained staff on sensory circuits and the supervision of children overall, improved risk assessments for that area, and purchased additional matting for the sensory circuit area. In addition, the provider has improved induction processes for agency staff and how all staff communicate with parents. The policy for managing how staff monitor children's temperatures has also been improved. Refresher training was provided for all staff on accident report and head injury reporting. All of this helps support staff to ensure children's needs are met and that they are kept safe.

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](#).