

Complaint about childcare provision

Ref: EY333013/6359781

Date: 3 June 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 9 April 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 2 June 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements.

We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 10 June 2026:

- ensure that all reasonable steps are taken to manage risks to keep children safe.

On 10 June 2026, the provider responded to the action set. We found that the provider had taken steps to reduce the risk to children. They have installed locks on the outer gate and strengthened the security of the premises to keep children safe.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).