

Complaint about childcare provision

Ref: EY355567/6267369

Date: 13 February 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 8 January 2026, we received concerns that the provider was not meeting requirements relating to safety of premises.

On 11 February 2026, we carried out a regulatory visit. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider had taken steps to ensure the premises was secure, ensuring unknown individuals could not gain access to the building. Additionally, we found the provider was not meeting another 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 25 February 2026:

- ensure all staff fully understand how to risk assess effectively to ensure that the environment, particularly the outdoor area, is free from hazards to ensure children's safety, and review reporting processes of risks to ensure senior leaders have oversight to take prompt action when needed.

On 20 February 2026, the provider responded to the action set. We found that the provider had taken steps to address hazards in the outdoor environment. They had strengthened procedures in place to ensure all staff are able to identify and appropriately report hazards without delay. Additionally, procedures have been reviewed to ensure senior leaders have increased oversight of these processes and overall risk assessment, to ensure the provision is continually maintained to ensure children's safety.

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](#).