

Complaint about childcare provision

Ref: EY357861/6422404

Date: 23 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 08 June 2026, we received concerns that the provider was not meeting requirements relating to staff:child ratios, safety on outings and risk assessment. On 09 June 2026, we received further concerns about matters relating to the same requirements.

On 18 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. During the visit we found further breaches of the requirements unrelated to the original concerns. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 25 June 2026:

- take all reasonable steps to ensure children in your care are not exposed to risks while on outings
- ensure that babies and young children are seated safely in appropriate highchairs or suitably sized low chairs during mealtimes
- ensure that current government guidance on safer sleeping is consistently followed to promote children's safety and wellbeing
- ensure that records relating to children and their hours of attendance is maintained and easily accessible and available to those that a right or professional need to see them.

We will monitor the provider's response to ensure that the actions are successfully completed. The provider is still registered with Ofsted.

On 2 July 2026, we carried out a regulatory visit to assess whether the provider had met the safeguarding and welfare actions previously raised. During the visit, the provider demonstrated appropriate procedures for conducting regular risk assessments to help ensure children are protected from potential hazards during outings, mealtimes and sleep periods. The provider also maintains accurate records relating to children's attendance. We are satisfied that the identified risk of harm to children has been removed. 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](#).