

Complaint about childcare provision

Ref: EY377914/6432421

Date: 2 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 safety and suitability of premises, environment and equipment and training and skills.

On 29 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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 13 July 2026:

- ensure that leaders and staff understand how to identify and take action to minimise risks to children's safety
- ensure there is a robust fire risk assessment in place
- ensure that emergency evacuation procedures are specific to the setting to keep children, staff and visitors safe

- ensure that staff undertake training to help them understand their roles and responsibilities in relation to health and safety.

On 17 July 2026, we conducted a regulatory visit to monitor the actions in the welfare requirements notice. We found that the provider has identified and minimised risks. For example, they have eliminated risks in the garden by securing the fencing and completed health and safety training to understand their responsibilities to keep children safe. The provider has ensured that they have a fire risk assessment in place and that emergency evacuation procedures are specific to the setting. This helps to ensure swift action is taken in the event of a fire to help 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](#).