

Complaint about childcare provision

Ref: EY449864/6157941

Date: 3 October 2025

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 22 September 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, safety and suitability of premises, environment and equipment and other legal duties.

On 30 September 2025 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. The provider has promptly taken corrective actions to protect children's safety, including removing kettles from accessible areas, enhancing risk assessments, increasing staff supervision, and installing higher fencing to prevent unauthorised access. These measures have significantly reduced the risk of injury and created a safer environment for children to explore and learn. Additionally, the provider has improved safeguarding training and strengthened the whistleblowing culture, ensuring staff are better equipped to identify and respond to any concerns quickly. As a result, children benefit from enhanced protection and a more secure, supportive setting that promotes their well-being and development.

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](#).