

Complaint about childcare provision

Ref: 2721907/6251589

Date: 25 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 22 December 2025, we received concerns that the provider was not meeting requirements relating to health.

On 27 January 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 10 February 2026:

- ensure that floor space and resources are fit for purpose, suitable for the age of children cared for and comply with hygiene requirements
- ensure that children are always within sight and hearing when eating, to prevent the risk of choking.

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

On 13 February 2026, the provider responded to the actions set. We found that the provider had improved the cleanliness and the hygiene of the provision, and ensured that there are robust procedures in place to ensure that children are monitored at all times when eating.

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](#).