

Complaint about childcare provision

Ref: EY410991/6221258

Date: 29 January 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 19 November 2025, we received concerns that the provider was not meeting requirements relating to learning and development considerations.

On 28 January 2026, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. They have identified a member of staff who has the appropriate skills and experience to act as Special Educational Needs Co-ordinator (SENCO). During the visit we also identified further breaches in relation to the arrangements for the supervision of staff who have key roles in the setting and how food provided by parents is stored safely. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 11 February 2026:

- ensure that appropriate arrangements are in place to check that staff who hold key roles within the setting are meeting expectations through a regular and structured performance management process
- ensure that food provided by parents is stored safely to avoid cross contamination, and that all parents are aware of the setting's packed lunch policy.

We are satisfied with the action taken by the provider. The provider remains 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.