

Complaint about childcare provision

Ref: 2552794/6201280

Date: 12 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 4 November 2025, we received concerns that the provider was not meeting requirements relating to risk assessment, food and drink facilities, safety of the premises, health and information for parents and carers.

On 8 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 28 January 2026:

- ensure that hazards in the setting are quickly identified and take steps to remove these
- ensure food preparation areas are hygienically maintained
- make sure that dairy products are stored appropriately with particular regard to fresh milk and yoghurts
- ensure that all areas of the premises indoor and outdoor are fit for purpose and comply with health and safety legislation
- ensure children have access to liquid soap, warm water and paper towels to promote hand hygiene
- make sure accurate information is shared with parents and carers including what food and drink is provided.

We will monitor the provider's response to ensure the actions are successfully completed.

On 29 January 2026, we carried out a regulatory visit. The focus of the visit was to check

whether the provider had met the safeguarding and welfare actions, raised at their last regulatory event.

We found that the provider had improved risk assessments, food preparation areas are hygienic and food is stored appropriately. Additionally, health and safety legislation is being met and updated information is shared with parents. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 30 January 2026, we received further concerns that the provider was not meeting requirements relating to the baby room, training and skills, supervision of staff, paediatric first aid, staff:child ratios, food and drink, supporting and understanding children's behaviour, sleeping arrangements, risk assessment, information about the child, information for parents and carers, and complaints.

On 11 February 2026, we carried out a further regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this. Actions needed by 27 February 2026:

- keep a detailed written record of accident or injuries and first aid treatment provided
- ensure the curriculum is ambitious for all children and takes account of the individual needs, interests, and development of each child
- ensure resources are freely accessible and support the learning outcomes planned for children.

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

On 4 March 2026, the provider responded to the actions set. We found that the provider had improved accident records and reporting, the curriculum has been reviewed and activities and resources support children learning.

We are satisfied the provider has met the safeguarding and welfare and learning and development 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](#).