

Complaint about childcare provision

Ref: EY283140/6281928

Date: 2 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 26 January 2026, we received concerns that the provider was not meeting requirements relating to food and drink, food and drink facilities, safety of premises, risk assessment, other legal duties.

On 30 January 2026, we carried out a 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 13 February 2026:

ensure that all appliances used for the storage and heating of food are clean and hygienic
comply with requirements of health and safety legislation, including hygiene requirements.

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

On 11 and 16 February 2026, the provider responded to the actions set. We found that the provider has carried out a deep clean of the kitchen, including repainting and clearing out unused equipment. Appliances used for the storage and heating of food are now clean and hygienic. A cleaning schedule has been put in place for these items specifically, alongside regular cleaning checks. Ceiling tiles have been replaced where needed. 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](#).