

Complaint about childcare provision

Ref: EY405028/6324487

Date: 13 March 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 3 February 2026, we received concerns that the provider was not meeting some of these requirements in relation to the safety and suitability of premises, environment and equipment.

On 10 March 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 13 March 2026:

- ensure there are suitable areas available for the hygienic preparation of food for children
- ensure the premises, including overall floor space, are fit for purpose and suitable for the age of children cared for and comply with requirements of health and safety legislation, including hygiene requirements
- take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks in relation to your premises.

We suspended the provider's registration 10 March 2026 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or

eliminate the risk of harm to children.

On 17 March 2026 we carried out a regulatory visit. The focus of the visit was to monitor the suspension and to check whether the provider has met the safeguarding and welfare actions raised at the visit on 10 March 2026. We found that the provider had complied with the suspension notice and that they had responded to the actions set. The provider has ensured that their premises are fit for purpose and are safe and suitable. Appropriate facilities for the hygienic preparation of food are now available and risk assessment procedures have been strengthened. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 18 March 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).