

Complaint about childcare provision

Ref: EY452589/6320373

Date: 31 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 2 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, children's learning and development, concerns about children's safety and welfare, training and skills, food and drink, toilets and intimate hygiene.

On 27 March 2026, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements relating to children's learning and development, training and skills and toilets and intimate hygiene. During the visit we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 17 April 2026:

- strengthen the rigour of staff supervision and coaching so that planning for children's learning is consistently well-informed, of high quality, and precisely matched to the individual needs of each child
- review and improve hand-drying procedures to ensure children are not exposed to the risk of cross-contamination
- update and strengthen knowledge of current health and safety legislation, with a particular focus on notifiable diseases.

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](#).