

Complaint about childcare provision

Ref: 2535296/6098134

Date: 13 November 2025

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 11 and 22 July 2025, and 4 August 2025, we received concerns that the provider was not meeting requirements relating to suitable people, key person, health and safety and suitability of premises, environment and equipment.

On 6 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had implemented increased monitoring of the staff's adherence to the policies and procedures to ensure that individual children's needs are met, specifically in relation to their intimate care. The helps to promotes children's good health and well-being.

We also found the provider was not meeting one of the other requirements and we issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 4 December 2025:

- ensure that all staff can identify how to manage risks effectively in the environment to keep children safe.

On 20 November 2025, the provider responded to the action set. We found that the provider has given staff relevant training in risk identification and management. The provider has also reviewed and updated all risk assessments and appointed key staff to be responsible for managing the implementation of these. 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](#).