

Complaint about childcare provision

Ref: 2710268/6212009

Date: 22 December 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 13 November 2025, we received concerns that the provider was not meeting requirements relating to Paediatric first aid, suitability of equipment and staff: child ratios.

On 22 December 2025, we carried out a regulatory telephone call. We found the childminder was not meeting some of the requirements and had taken action to put this right. We found that the childminder had not ensured she held a current paediatric first aid qualification at all times but has since corrected this oversight. The childminder had not been following the requirements for leaving assistants in sole care of children. The childminder has since reviewed her procedures for leaving and assistants to ensure she is meeting the requirements. During the call we identified a further breach to a requirement and have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 9 January 2026:

- improve knowledge and understanding of the guidance to follow with safer sleeping arrangements.

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

On 13 January 2026, the childminder responded to the action set. We found that the childminder had improved their knowledge and understanding of safer sleep practice. We are satisfied the provider has met the safeguarding and welfare action 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](#).