

Complaint about childcare provision

Ref: EY424578/6026291

Date: 29 May 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 29 April 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratio and safety of premises.

On 23 May 2025, 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 6 June 2025:

- support staff to develop effective transition times, such as when children sit down for lunch, to ensure all children receive appropriate support
- implement good hygiene practices and ensure that staff promote children's good health and hygiene at all times, with particular regard to the cleanliness of the setting.

On 13 June 2025, the provider responded to the actions set. We found that the provider had put in place robust cleaning processes to ensure the cleanliness of the setting. In addition, the provider has sought support from the local authority and put in place staff training to improve transition times for all children. 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.