

Complaint about childcare provision

Ref: EY424050/6174369

Date: 17 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 8 October 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, health, information and record keeping and safety and suitability of premises, environment and equipment.

On 13 October 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 24 November 2025:

- ensure at least half of the staff working with babies have received training that specifically addresses the care needs of babies
- ensure all children have daily time outdoors to enjoy fresh air and engage in outdoor activities and support staff to develop their skills in planning purposefully for outdoor learning, particularly in regard to babies
- ensure children's privacy, health and hygiene are promoted at all times and staff take all necessary steps to prevent cross infection, with particular regard to nappy changing facilities
- improve the management of daily routines, including sleep transitions, to prevent disorganisation that disrupts children's focus, emotional security, and learning opportunities.

On 25 November 2025, the provider responded to the actions set. We found that the

provider had delivered baby specific training for staff working with the youngest children. They had revised the daily routines to ensure all children have daily time outdoors. They had improved staff practice around the management of the routines of the day particularly at key transition points. They had also improved nappy changing facilities and procedures and revisited training for staff around intimate care.

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](#).