

Complaint about childcare provision

Ref: EY451932/6345388

Date: 4 June 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 26 March 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, supporting and understanding children's behaviour and staff: child ratios.

On 28 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 6 May 2026:

- ensure staff who are included in the required staff: child ratios hold appropriate and valid paediatric first aid certificates
- ensure, whenever possible, that there is a designated safeguarding lead on site and that if they are not on site the member of staff in charge is confident and knowledgeable in how to handle any safeguarding concerns
- ensure that children are always within sight and hearing of a member of staff whilst eating
- ensure babies and young children are seated safely in a highchair or appropriately sized low chair while eating.

On 11 May we monitored the actions set. We found that the provider had ensured all staff hold appropriate paediatric first aid certificates and understand their responsibilities in relation to this. All staff have undertaken extensive safeguarding training. In addition safeguarding discussions have taken place with the staff team, and safeguarding questions are now regularly being used to test staff knowledge and understanding of procedures, signs of abuse, and the correct reporting processes. Leaders have met with staff to revisit safer eating procedures and reinforce the importance of children remaining seated whilst eating, alongside the need for active supervision throughout mealtimes. Expectations and

responsibilities during these routines have been clarified with the team to ensure consistency of practice moving forward.

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](#).