

## **Complaint about childcare provision**

Ref: EY536231/6168879

Date: 5 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](https://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 2 October 2025, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills and staff: child ratios.

On 3 October 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The actions are set out below with the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 October 2025:

- ensure that at least one person who has a current paediatric first aid (PFA) certificate is on the premises and available at all times when children are present
- ensure there is a suitable manager in place
- ensure staffing arrangements meet the needs of all children to ensure their safety
- ensure that leaders and managers, have effective oversight of the setting and fully understand and consistently meet requirements
- ensure there is at least one person looking after the children who has either a minimum level 2 qualification in an area of work relevant to the childcare provided or training in the common core skills.

On 5 November 2025, the provider responded to the actions set. They now have a suitably trained first aid staff member present when children are in attendance. Staff deployment arrangements have improved to support safe supervision of children. A manager has been appointed to oversee the setting and ensure ongoing compliance, including maintaining supervision by staff qualified in childcare or common core skills.

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](#).