

Complaint about childcare provision

Ref: EY281446/6252145

Date: 12 February 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 22 December 2025 and 24 December 2025, we received concerns that the provider was not meeting requirements relating to suitable people, concerns about children's safety and welfare and training, support and skills.

On 7 January 2026 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 16 January:

- To ensure staff know the setting's whistleblowing procedures and understand how to raise concerns about poor or unsafe practices

- To ensure all staff are aware and follow safer eating practices, including making sure that babies and young children are seated safely in a highchair or appropriately sized low chair while eating. The setting must also ensure that children are always within sight and hearing of a member of staff whilst eating. Where possible, the setting should ensure a staff member is sit facing children whilst they eat.

On 16 January 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 19 January 2026, we received concerns that the provider was not meeting requirements relating to paediatric first aid and special educational needs.

On 26 January 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 4 February 2026:

- improve staffs understanding of safe sleeping guidance and ensure this is implemented in practice.

-ensure arrangements are in place to support children with special education need and Disabilities (SEND) and ensure they have access to the setting.

-display, or make available to parents, paediatric first aid certificates or a list of staff who have a current paediatric first aid.

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

On 6 February 2026, We carried out a monitoring visit to find that the provider had met all of the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).