

Complaint about childcare provision

Ref: EY352865/6142831

Date: 15 October 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 04 September 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, smoking and vaping and the safety and suitability of premises, environment and equipment.

On 10 September 2025, 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 26 September 2025:

- attend an appropriate paediatric first aid course
- ensure children are usually within sight and hearing, specifically when they are sleeping
- ensure the outdoor area is fit for purpose and suitable to be used by children
- improve the sleeping arrangements for children, specifically when they have fallen asleep in vehicles, to ensure their safety
- improve your understanding of how to identify and minimise risks to children, particularly

in the outdoor environment.

On 29 September 2025, the provider responded to some of the action/s set. We found that the provider had improved their understanding of how to identify and manage risks to children and she has ensured children will be adequately supervised when they are sleeping.

On 29 September 2025, we found that the provider had not met some of the actions set in the welfare requirement notice. We have served another 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 10 October 2025:

- attend an appropriate paediatric first aid course and obtain a paediatric first aid certificate
- demonstrate an improved understanding of the EYFS framework, to ensure you have the appropriate skills, knowledge, in order to provide good quality early years provision.

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

On 13 October 2025, we found that the provider had not met the actions in the welfare requirements notice.

Actions needed by 27 October:

- improve the safeguarding policy to ensure it meets the requirements of the early years foundation stage and is in line with the local safeguarding partners guidance, in order to be able to contact the relevant professionals swiftly if there are concerns about children's welfare
- attend appropriate safeguarding training to ensure that signs and symptoms of potential abuse are identified, recorded and reported swiftly

- attend an appropriate paediatric first aid course and obtain a paediatric first aid certificate
- ensure the contents of the first box are appropriate and suitable for use
- demonstrate an improved understanding of the EYFS framework, to ensure you have the appropriate skills, knowledge, in order to provide good quality early years provision.

We suspended the provider's registration on 13 October 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 29 October 2025, we found the provider had met some of the safeguarding and welfare actions but not others. The provider has completed an appropriate paediatric first aid course and ensured the contents of the first aid box are suitable for use. The provider has accessed child protection training to improve their knowledge and understanding of how to report concerns about children's welfare swiftly.

On 29 October, we found that the provider had not met some of the actions set in the welfare requirement notice. We have served another 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 17 November 2025:

- improve the safeguarding policy to ensure it meets the requirements of the early years foundation stage and is in line with the local safeguarding partners guidance, in order to be able to contact the relevant professionals swiftly if there are concerns about children's

welfare

- demonstrate an improved understanding of the EYFS framework, to ensure you have the appropriate skills, knowledge, in order to provide good quality early years provision.

We will monitor the provider's response to ensure the actions are successfully completed.

On 29 October 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).