

Complaint about childcare provision

Ref: EY359520/6103424

Date: 27 August 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 22 and 23 July 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, safety of premises, sleeping arrangements and risk assessment.

On 21 August 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 5 September 2025:

- ensure all medication is stored securely and out of the reach of children
- ensure children are within sight and hearing of a member of staff whilst eating
- ensure the premises are suitable for the age of the children being cared for and they comply with health and safety and fire safety requirements
- ensure the indoor space requirements are met at all times and the environment meets the needs of all children
- take steps to ensure children are not exposed to any risks and ensure risk assessments are understood and implemented by all staff

On 10 September 2025, we carried out a regulatory visit to monitor the actions. We found that the provider had improved the organisation of the environment to ensure it is suitable for the age of the children being cared for, and indoor space requirements are met at all times. The provider has reviewed and strengthened policies and procedures to ensure that mobile phones and medication are stored securely and out of the reach of children. In addition, they have made improvements to the premises so that they are compliant with health and safety and fire safety requirements. Furthermore, the provider has implemented a lunchtime routine so that children are in sight and hearing of a member of staff whilst

eating.

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](#).