

Complaint about childcare provision

Ref: 228951/6160447

Date: 20 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 24 September 2025, we received concerns that the provider was not meeting requirements relating to safer eating.

On 25 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 8 October 2025:

- improve the arrangements for risk assessment so that leaders and staff are able to identify risks in the environment, and take action to remove or minimise these
- ensure at least half of all staff have received training that specifically addresses the care of babies
- improve the arrangements for supervision of staff, including providing support and coaching that promotes the best interests of children and fosters continuous improvement
- ensure leaders and staff fully understand how to prepare food safely for children, including knowing what food and drink to avoid
- ensure that children are placed down to sleep safely, in line with the latest government guidance
- ensure your safeguarding policy is implemented effectively, specifically when there are concerns about staff behaviour, so that relevant agencies are informed
- ensure the required information about children is recorded for all those who attend the nursery

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

On 13 October 2025, we carried out a regulatory visit. We found that the provider had reviewed their risk assessment procedures to ensure children are not exposed to risks in the environment. Staff working with babies, had completed training that specifically relates to the care of babies. Leaders had improved the arrangements for supervising staff so that they can provide the support and coaching they need. Leaders had supported staff to understand how to prepare food safely. Staff had improved their knowledge of how to place children down to sleep safely, in line with the latest government guidance. Leaders had updated their safeguarding policy, and understand when external agencies should be informed about staff behaviour. Leaders had also improved their procedures for recording information to ensure they have the required information they need before children attend the nursery. 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](#).