

Complaint about childcare provision

Ref: 2623528/6084992

Date: 22 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 17th July 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 21st August 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection. We found that the provider had improved their knowledge and understanding of child protection procedures. Leaders had responded positively to the actions set. The provider had reviewed and revised their safeguarding policy and demonstrated an understanding of what to do in the event of an allegation being made against themselves or a member of staff. The provider had reviewed and improved their systems and procedures for recording information about existing injuries and accidents sustained by children, so that all children's needs are met. The deployment of staff across the nursery has been reviewed and changes made to the layout of areas accessed by children to ensure the safe supervision of children. A newly revised behaviour policy has been implemented, and staff have undergone training to ensure they understand when and how to appropriately support and manage children's behaviour. Fresh drinking water is now accessible and available to children throughout the day to promote their good health and well-being.

The provider has implemented staff training and sought the assistance of professionals from additional agencies to promote staff's understanding of how to effectively support children with special educational needs and/or disabilities to help them make progress. The key-person system has been strengthened. This ensures that parents know who their child's key person is and supports a two-way flow of information that ensures children's individual needs are met.

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](#).