

## **Complaint about childcare provision**

Ref: 2665789/6379054

Date: 5 May 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](http://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 30 April 2026, we received concerns that the provider was not meeting requirements relating to the safety and suitability of premises, environment and equipment and concerns about children's safety and welfare.

On 30 April 2026, the provider notified us about matters relating to the safety and suitability of premises, environment and equipment and concerns about children's safety and welfare. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant incident.

On 30 April 2026, we carried out a regulatory telephone call. 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 15 May 2026:

- ensure training provided for staff helps them to develop secure knowledge and understanding of emergency evacuation procedures and they are able to take appropriate action in the event of an emergency

- ensure the safety of children and staff is fully promoted in the event of a fire, through having a clear emergency evacuation procedure and up-to-date fire risk assessment in place
  
- ensure children are adequately supervised, including when visiting the bathroom, to promote their safety at all times.

On 21 May 2026, 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 on the welfare requirements notice. The provider has supported staff to further develop their knowledge and understanding of the emergency evacuation procedures through additional training. Staff are regularly practising the emergency evacuation procedures to ensure they feel confident in carrying out the procedures and that they fully understand what action they need to take in the event of a fire or any other type of emergency situation. Further staff training is planned which will be led by a fire safety professional. The provider has reviewed and updated the nursery's emergency evacuation procedures and fire risk assessment. This will also have a further review carried out by a fire safety professional. The provider has taken appropriate steps to improve the safety of children and staff in the event of an emergency.

The provider has undertaken staff meetings and individual supervisions to ensure staff understand the importance of supervising children, including when they visit the bathroom. The provider is monitoring this through observations of staff practice to ensure children's safety is promoted effectively at all times. 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](#).