

Complaint about childcare provision

Ref: 2674921/5852022

Date: 1 December 2025

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (EYFS), 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 20 September 2024 and 15 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people and safety and suitability of premises, environment and equipment.

We have completed several visits to the nursery where we found that children's safety and welfare within the nursery was prioritised and we were satisfied with the action the provider had taken. Following further receipt of information in October 2025, we carried out a regulatory telephone call on 17 November 2025. 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 December 2025

- take all reasonable steps so that staff and children in your care are not exposed to risks by ensuring all entrances to the premises are always secure when children are present
- ensure leaders promote a culture of safeguarding which fully considers the context of the setting and includes acting on and reporting concerns about safeguarding risks to children.

On 10 December 2025, we carried out a regulatory visit to assess how the provider responded to the actions set. We found that the provider had improved their knowledge and

understanding of safeguarding and promotes a culture which considers external factors, as well as internal procedures, for reporting concerns where there may be a risk to children. We also found that the provider has taken prompt and effective action to ensure the risk assessments for the entrances have been robustly updated. Newly fitted equipment also detects if doors are open and alerts the provider and staff. This promotes children's safety while on the premises. 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](#).