

## **Complaint about childcare provision**

Ref: 2726096/6193768

Date: 15 December 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](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 24 October 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, safeguarding policies and procedures, concerns about children's safety and welfare, food and drink, accident or injury, safety of premises, risk assessment, toilets and intimate hygiene and organising premises for confidentiality and safeguarding.

On 14 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 28 November 2025:

- ensure that the designated safeguarding lead has sufficient knowledge to be able to respond to concerns about children's safety or welfare and that they know to notify the local authority children's social care team immediately when concerns arise
- obtain an enhanced criminal records check for all staff who work directly with children
- provide staff with training that enables them to identify the possible signs of abuse and neglect and to respond in a timely way in line with the local safeguarding procedures
- maintain records to ensure that the setting is safe, efficiently managed and the needs of children are met
- ensure that records are easily accessible and available.

On 5 December 2025, we carried out a further regulatory visit. We found that the provider had met the actions set in the welfare requirements notice. We found that the designated safeguarding leads had received training. The provider has ensured that all staff who work directly with children have an enhanced criminal record check. All staff have received training to update their knowledge of safeguarding procedures. We found that the provider

has ensured that records are managed in a way that meets the needs of children, such as the recording of children's injuries. Records have been re-organised to enable more efficient accessibility.

However, we also found that the provider was not meeting some further requirements. We served another 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 January 2026:

- ensure that allegations against staff members are referred in line with local reporting procedures
- refer concerns about children's safety or welfare immediately in line with local reporting procedures
- organise staffing arrangements to ensure children's safety.

On 12 January 2026, we carried out a further regulatory visit. We found that the provider had met the actions set in the welfare requirements notice. We found that the provider has updated their understanding of the local reporting procedures to follow in the event of an allegation against a staff member. They have held a training session to ensure that all staff are aware of the reporting procedures. We found that the provider has ensured that staff understand the procedures to follow when they have concerns about children's safety or welfare. They have introduced systems to ensure that the designated safeguarding leads have greater oversight of any concerns about children, to help them to make informed decisions. We also found that the provider has re-organised the staffing structure at the setting. They now ensure that senior staff are available to oversee the nursery to ensure children's safety.

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](#).