

Complaint about childcare provision

Ref: 2756878/6179791

Date: 17 November 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 14 October 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; paediatric first aid; staff: child ratios; health; supporting and understanding children's behaviour; safety and suitability of premises, environment and equipment; organising premises for confidentiality and safeguarding; information and record keeping; information for parents and carers; and complaints.

On 18 October 2025, we received additional concerns that the provider was not meeting requirements relating to staff: child ratios and supervision of staff.

On 24 October 2025, the provider notified us about matters relating to concerns about children's safety and welfare; suitable people; supervision of staff; staff: child ratios; health; and risk assessment. 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 any significant event which is likely to affect the suitability of any person who cares for children on the premises.

On 4 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 21 November 2025

- ensure that leaders and staff implement nursery policies and procedures to keep children safe, with particular regard to accidents
- ensure that the designated lead practitioner for safeguarding has the knowledge required for the role and can provide support to staff and parents
- provide effective support to help staff raise the quality of their interactions with children, particularly during outdoor play

- ensure that the person identified as responsible for the setting holds an approved qualification at level 3 or above and at least half of all other staff hold at least an approved level 2 qualification
- ensure that at least one member of staff working with children aged under two holds an approved level 3 qualification
- monitor accidents and injuries to children as part of risk assessment arrangements to ensure the ongoing safety and welfare of children.

On 21 November 2025, the provider responded to the actions set. We found that the provider has taken steps to improve staff's knowledge and understanding of the procedures to keep children safe. Suitable training for designated safeguarding lead practitioners has been completed. The provider has ensured that appropriately qualified staff are available to manage the nursery and work with babies and children. The provider has implemented arrangements to review accidents and ensure they are correctly recorded by staff. The provider has taken action to improve staff's knowledge of how to raise the quality of their interactions with children, including while outdoors. These measures support children's safety and well-being at the setting.

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](#).