

Complaint about childcare provision

Ref: 2791093/6148215

Date: 1 October 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 10 September 2025, we received concerns that the provider was not meeting requirements relating to suitable people, safeguarding policies and procedures, staff: child ratios, special educational needs, safety and suitability of premises, environment and equipment, and information and record keeping.

On 19 September 2025, we carried out a regulatory visit and 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 29 September 2025:

- take steps to ensure the security of the premises to prevent any unauthorised persons from entering
- ensure that all areas of the nursery are safe and suitable, with particular regard to hazards and risks in the outdoor area and cleaning sprays
- improve the procedures for risk assessments, including supporting staff in identifying and reporting risks and hazards in all areas of the nursery
- improve the arrangements for the supervision of all staff, to ensure that they feel able to raise and discuss sensitive issues or concerns in confidence and improve leaders' oversight of the nursery.

On 30 September 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.

We found that leaders had ensured that all staff understand their responsibilities to ensure that the front door remains locked, to maintain the security of the premises and prevent unauthorised persons from entering.

Leaders have taken steps to remove risks and hazards in the outdoor area and ensure that the whole garden is now safe and suitable for children to access safely. They have ensured that cleaning items and equipment are stored securely, out of sight and reach of children.

Leaders have ensured that staff have carried out and understood training on identifying risks and hazards. They have put in place new risk assessment procedures, to support staff in understanding how to identify and report hazards in the nursery.

Leaders have held further meetings with staff, to discuss the procedures they can follow if they have concerns, and to identify training and professional development needs. Leaders will be working on site each day to ensure improved oversight of the nursery until a new manager is appointed. Staff confirmed that they now feel able and confident to raise concerns with the leaders of the nursery.

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](#).