

Complaint about childcare provision

Ref: EY104253/6104510

Date: 6 August 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 23 July 2025, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour, safety and suitability of premises, environment and equipment, key person, staff: child ratios, suitable people, safeguarding policies and procedures and qualifications, training, support and skills.

On 24 July 2025, the provider notified us about matters relating to staff: child ratios. 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 is in regular contact with children on the premises where childcare is provided.

On 1 August 2025, we carried out a regulatory visit. 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 18 August 2025:

- ensure that lead practitioners for safeguarding have received training that enables them to understand and fulfil their roles and responsibilities, including how to respond appropriately to any safeguarding issues or concerns
- implement an effective policy and procedure to safeguard children, which specific regard to the action to be taken in the event of an allegation being made against a member of staff
- provide all staff with training to enable them to understand safeguarding policies and procedures so that they know how to identify and respond to any safeguarding concerns, including those about the conduct of other staff, in a timely and appropriate way
- ensure that staff are deployed effectively to properly supervise children at all times, including whilst eating

- make sure that there are enough staff deployed to each age group to meet the needs of children, taking into account the qualifications that staff hold to meet the minimum ratio requirements
- implement an effective key person system which provides children with settled relationships and care that is tailored to meet their individual needs
- ensure that any staff whose suitability has not been checked, including those not directly employed, do not have unsupervised contact with children
- maintain a record of vetting processes that have been completed for staff, including the criminal records check reference number, date it was obtained and details of who at the setting obtained it
- provide effective training and support to all staff so that they understand and fulfil their roles and responsibilities in order to promote the interests of children.

On 19 August 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 the leaders and staff have completed relevant safeguarding training and where appropriate, designated safeguarding lead training. Information relating to safeguarding procedures, processes and thresholds has been updated and is accessible to all staff. Safer sleep routines are now in place. This now promotes the safety and well-being of all children. Effective procedures to ensure children's safety at mealtimes are fully embedded. Procedures for the safe recruitment of staff have been reviewed and systems for ensuring suitability checks are completed and recorded. This helps to ensure the suitability of the staff working with children. Daily checks take place by leaders to ensure they have clear oversight of what is happening in the nursery. Procedures for making sure that all staff have a clear understanding of children's individual needs are effective. 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](#).

