

Complaint about childcare provision

Ref: EY221653/6186937

Date: 24 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 21 October 2025, we received concerns that the provider was not meeting some of these requirements.

On 23 October 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. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 7 November 2025:

- ensure that the premises and equipment are organised in a way to meet the needs of all children, with particular regard to children aged under two years
- ensure all staff have sufficient knowledge and understanding to implement effective risk assessment procedures
- take all reasonable steps to remove or minimise children's exposure to risks
- make sure children, particularly the youngest children, are able to freely access fresh drinking water.

On 13 November 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, raised at their last regulatory event.

We found that the provider had taken action to update the premises and equipment to meet the needs of all children that attend. New risk assessments have been implemented throughout the nursery and staff have completed training to enhance their knowledge and understanding of how to implement them effectively. Identified risks have been removed and there are effective systems in place to monitor children's safety. All children in the

nursery have access to fresh drinking water.

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](#).