

Complaint about childcare provision

Ref: EY244150/6373715

Date: 21 July 2026

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 16 March 2026, we received concerns that the provider was not meeting requirements relating to suitable people, supervision of staff and safety and suitability of premises, environment and equipment.

On 7 July 2026, we carried out an inspection and found the provider was not meeting some of these requirements. The report card and inspection outcome will be published in due course. Following the inspection, we issued actions for the provider to take.

Actions needed by 18 August 2026:

- ensure that concerns about children's development are shared explicitly with parents in a timely manner
- plan and implement a broad and sequenced curriculum that builds on what children already know and can do.

Following the inspection, we also served two welfare requirements notices (WRN). These are legal notices that require 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 17 July 2026:

- implement robust and diligent recruitment procedures to ensure staff caring for children are suitable
- ensure that children are always in sight and hearing when eating
- ensure that children are put to sleep in line with the latest government guidelines
- ensure that effective risk assessments are in place for moving children around the nursery

- ensure that all staff have appropriate references in place as part of their pre-recruitment checks.

Actions needed by 31 July 2026:

- ensure all staff, including those with the lead for safeguarding, complete relevant safeguarding training
- implement robust procedures for supervision, coaching and mentoring
- implement robust induction procedures for all new staff
- implement robust partnership working with parents to provide continuity for children
- ensure that child absences are monitored effectively and within a timely manner
- ensure that foods provided to children are in line with current government guidance
- ensure that staff who take medication are supported and their ongoing suitability is assured.

On 20 July 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions from the first WRN that was raised at their last inspection. We found that the provider had ensured all staff have appropriate pre-recruitment checks in place, including relevant references to verify their suitability to care for children. A robust risk assessment for moving children around the nursery has been implemented to ensure children are in sight and/or hearing at all times. The provider and the staff team have created individual risk assessments to support children at sleep times. Furthermore, stringent procedures have been implemented to ensure children are well supervised at mealtimes. All of these new procedures help to ensure children's safety and wellbeing. We are satisfied that the provider has met the actions from this WRN.

We will monitor the provider's response to ensure the actions from the second WRN are successfully completed.

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](#).