

## **Complaint about childcare provision**

Ref: EY331082/6078354

Date: 3 September 2025

### **Summary of outcome**

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with legal requirements.

We publish details on our website for a period of five years commencing on the date we complete our investigation

For further information about this, please view the Early years compliance handbook which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)

#### **Outcome summary:**

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](http://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 24 June and 7 August 2025, we received concerns that the provider was not meeting some of these requirements relating to staff:child ratios.

On 12 August 2025, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on. 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 1 September 2025:

- improve staff deployment and give staff clear and consistent guidance about how this applies to safe and effective supervision of children
- provide effective supervision that supports staff well-being and provides opportunities to reflect on and improve, practice across the nursery
- ensure that staff know how to report and, if appropriate, escalate concerns about practice or conduct
- train staff to understand and support children's behaviour and to respond appropriately when children struggle to manage their actions or emotions
- establish effective arrangements to support children with special educational needs and/or disabilities (SEND) and emerging difficulties and ensure that staff are skilled and confident in meeting their emotional and developmental needs.

On 2 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 raised at their last inspection.

We found that the provider had developed a clear action plan to address the actions raised, which was being implemented and monitored by leaders and managers. This included ensuring there is effective communication regarding staff deployment to ensure children are supervised effectively. Appropriate arrangements to provide effective supervision of staff are in place. Staff have received training in relation to safeguarding and behaviour management. Arrangements to support children with SEND have been reviewed and further training for staff is being arranged. We are satisfied that the safeguarding and welfare actions have been met.

On 22 October 2025 we received further concerns that the provider was not meeting requirements relating to staff:child ratios, supporting and understanding children's behaviour, information and record keeping. On 5 October 2025, the provider notified us about matters relating to the same requirements.

On 11 October 2025 the provider notified us about matters relating to the safety and suitability of premises, environment and equipment. 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 significant events.

On 14 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. The provider will be able to give parents further information about this.

Actions needed by 10 November 2025:

- ensure that staffing arrangements meet children's needs to ensure their safety and support their developmental, emotional and behavioural needs
- ensure that all accidents and injuries are recorded in line with the nursery's policy and procedures
- ensure that risk assessment procedures are shared with all staff to remove or minimise risks to children.

We will monitor the provider's response to ensure the actions 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](#).