

Complaint about childcare provision

Ref: EY401102/6111540

Date: 4 September 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 31 July 2025, the provider notified us about matters relating to safeguarding policies and procedures. 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 a significant event. On 01 August 2025, we also received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 04 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 29 August 2025:

- ensure staff are deployed effectively to ensure children's safety
- ensure leaders and staff identify risks to children and take steps to remove or minimise these to ensure the safety of children
- ensure information is obtained, and records are kept so that an accurate account of incidents can be shared with relevant agencies.

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

On 01 September 2025, we carried out a regulatory visit. We found that the provider had reviewed how staff are deployed across the nursery. The provider had reviewed risk assessments and improved staff understanding of how to identify risks to children, to ensure these are removed or minimised. The provider had completed an accurate record of the incident so that information could be shared with relevant agencies. The provider had also ensured other senior members of staff have received further training to improve their understanding of how to gather and record information. 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](#).