

Complaint about childcare provision

Ref: EY438755/6092842

Date: 12 November 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 6 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; concerns about children's safety and welfare; qualifications, training, support and skills; safety and suitability of premises, environment and equipment; and information and record keeping.

On 17 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 5 November 2025:

- ensure that leaders and staff know and understand how to implement the nursery's safeguarding policies and procedures, including who to report to when concerns arise
- ensure that the practitioner responsible for safeguarding has the required knowledge and understanding for the role, including when to report concerns and the agencies to engage with
- ensure that staff receive effective support and supervision to help them carry out their roles and responsibilities, with particular regard to safety on outings and risk assessments
- ensure that evacuation routes are cleared of obstructions and can be easily used in the event of an emergency
- ensure that sleeping arrangements are appropriate and babies are placed down to sleep safely in line with the latest government safety guidance
- ensure that risk assessment is effective in identifying potential hazards and prompt action is taken to minimise or remove any risk of harm

- gain knowledge of the events to be notified to Ofsted, and the required timescales

On 12 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 has taken steps to improve staff's knowledge and understanding of safeguarding and reporting procedures, including those of the designated safeguarding lead. Staff's understanding of what is expected in relation to safe sleeping practise, risk assessments and safety on outings has improved. Fire exit routes are accessible and can be easily used. The provider has made the required notifications to Ofsted.

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](#).