

Complaint about childcare provision

Ref: EY461758/6403401

Date: 3 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 22 May 2026, 5 June 2026 and 11 June 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, staff: child ratios, supporting and understanding children's behaviour, safety and suitability of premises, environment and equipment and risk assessment.

On 29 June 2026, 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 20 July 2026:

- ensure directors take action to improve their over-sight of all aspects of the provision, to address weaknesses and maintain a safe environment for children
- take action to ensure children are not exposed to risks, ensuring hazards are identified, and managed effectively
- take action to ensure staff trained to administer first aid have the sufficient knowledge in order to respond to an emergency
- take action to ensure that the premises is clean and fit for purpose, including being compliant with health and safety legislation and hygiene requirements

- ensure a separate baby room for children under the age of two is used appropriately to meet these children's needs and keep them safe
- ensure individual action plans for managing allergies and intolerances are kept fully up to date so staff know how to respond in an emergency to keep children safe
- ensure leaders provide staff with the training, support and coaching they need so they can implement appropriate and consistent strategies for managing children's behaviour, to help all children understand boundaries and appropriate behavioural expectations
- ensure staff supervision arrangements are effective, identifying gaps in their knowledge and practice, providing ongoing training, coaching and support to improve their personal effectiveness
- ensure directors with responsibility for safeguarding receive appropriate safeguarding training to enable them to know the correct procedures to follow to respond appropriately.

On 23 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, raised at their last regulatory event. We found the provider had ensured the onsite leadership team have time allocated to carry out their roles and responsibilities effectively. The provider had plans in place to increase their oversight and governance of the nursery moving forwards, to ensure the requirements of registration are met and maintained, and children are kept safe. The provider had also undertaken safeguarding training. This enables them to respond to safeguarding matters appropriately when they are escalated to them.

Leaders had reviewed the environment, both indoors and out. They had taken action to remove any risks and ensured all staff have the knowledge and understanding to identify and respond to risks as they present, to eliminate them and help to ensure children's safety. Additionally, they had taken action to ensure the environment was clean, tidy and fit for purpose.

Leaders had taken prompt action to ensure staff with appropriate first aid training had the

correct knowledge to respond in an emergency. They had ensured all staff had completed refresher first aid training online and have booked further face to face training to ensure staff's knowledge remains up to date. Leaders demonstrated an increased understanding of the importance of ensuring staff's knowledge is retained to be effective.

Leaders had taken action to create a well thought out, separate area for children under the age of two. This space enables the youngest children's welfare, and wellbeing needs to be met, as well as enabling age-appropriate play and activities to support their age and stages of development.

Leaders had taken action to ensure up-to-date, detailed, and accurate allergy action plans are in place. This ensures staff know children's individual requirements, how to identify any potential reactions and how to respond. This helps to keep children safe.

Leaders had ensured all staff receive training and ongoing support to understand and respond effectively to children's behaviour. Leaders recognise staff need ongoing support to ensure this is consistently embedded in practice.

Leaders had reviewed staff supervision arrangements. They had taken steps to ensure these provide designated time for leaders to provide staff with support, coaching, and mentoring, as well as identifying any gaps in their knowledge and addressing these. They had reflected on the opportunities for continued professional development and had incorporated this into the supervisions. This enables staff to be supported effectively to continually improve their personal effectiveness.

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](#).