

Complaint about childcare provision

Ref: 2526706/6044758

Date: 3 July 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 19 May 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios and safety and suitability of premises, environment and equipment.

On 30 June 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 4 July 2025:

- ensure children's health needs are met to support their good health
- ensure the premises are safe, hygienic and appropriate for children to use, to ensure their health and safety
- implement effective risk assessments to identify, remove and/or minimise risks to children and ensure their safety and welfare.

On 4 July 2025, the provider notified us of their wish to resign their registration. As a result, we have been unable to monitor compliance with these actions.

They are no longer a registered childcare provider.

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](#).