

Complaint about childcare provision

Ref: 2531351/5996473

Date: 1 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 27 March 2025, we received concerns that the provider was not meeting requirements relating to suitable people, safeguarding policies and procedures, qualifications, training, support and skills, safety and suitability of premises, environment and equipment, information and record keeping and staff:child ratios.

On 3 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 11 April 2025, we 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 12 May 2025:

- demonstrate that all staff, including the leaders, have the training and skills needed to be suitable to fulfil their roles
- demonstrate an understanding of risks to children and take all reasonable steps to ensure staff and children in their care are not exposed to risks
- demonstrate that all staff are trained to understand the setting's safeguarding policy and procedures, so they can identify, manage and respond to allegations and concerns about children in a timely way

- demonstrate how there are arrangements for the supervision of staff that fosters their well-being and promotes children's welfare

- demonstrate understanding of the staff:child ratio requirements and how staffing arrangements will meet the needs of all children

- demonstrate that there are arrangements are in place for children with special educational needs which promote their well-being and development

- demonstrate that there are suitable cots and bedding for all children cared for

- demonstrate that records relating to the suitability and vetting of staff, are easily accessible and available to those who need to see them.

On 13 May 2025, we carried out a further regulatory visit. We found that the provider had not met all the actions set in the welfare requirement notice.

We have cancelled the provider's registration. They are no longer 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](#).