

Complaint about childcare provision

Ref: 2563360/6054554

Date: 15 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 29 May 2025, we received concerns that the provider was not meeting requirements relating to suitable people. On 2 June 2025, we carried out a regulatory visit. On 3 June 2025 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements.

We suspended the provider's registration on 6 June 2025 because we believed children may be at risk of harm. The Suspension allowed time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider had 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 20 June 2025, the provider appealed the decision to suspend registration to an independent external tribunal.

On 3 July 2025, we carried out a further regulatory visit. We lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. 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 18 July 2025:

- implement effective and robust recruitment arrangements and ensure Ofsted are provided with information to complete required suitability checks for assistants
- ensure that adults working or in regular contact with children are competent to fulfil their roles and responsibilities effectively
- implement appropriate support and supervision for assistants so that they understand how to meet the needs of children and promote their safety
- ensure that the premises can be safely evacuated in the event of an emergency and that all exit routes are free of obstruction

- implement a thorough and effective risk assessment that demonstrates prompt action is taken to remove or minimise risks
- ensure that information and records are easily accessible and available to those with a professional need to see them
- gain knowledge of the information that must be provided to Ofsted and the required timescales.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).