

Complaint about childcare provision

Ref: 2632089/5955523

Date: 28 May 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 10 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedure, suitable people, safety and suitability of premises, environment and equipment, and information and record keeping.

We suspended the provider's registration on 10 February 2025 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 17 March 2025, we carried out a regulatory telephone call, and on 25 March 2025 we carried out a regulatory visit. No children were present, due to the provider's registration being suspended. 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 28 April 2025:

- ensure that all staff are able to identify concerns relating to children's safety and welfare, and take prompt action regarding these concerns
- improve safer recruitment processes and arrangements to ensure the ongoing suitability of staff
- implement effective supervision arrangements for all staff, including leaders, to ensure that they are able to fulfil their roles and meet the needs of children at all times
- ensure that robust processes are consistently followed in regard to accident or injuries, including informing parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable after

- ensure that complaints from parents and/or carers, are fully investigated and keep a written record of any complaints, and their outcome
- ensure that a daily record of the names of the children being cared for on the premises, and their hours of attendance is easily accessible and available
- develop your understanding of changes and significant events which must be notified to Ofsted.

While the provider is suspended, we are unable to monitor the provider's response to the above actions to ensure they are successfully completed.

On 3 June 2025, we took steps to cancel the provider's registration. The provider is 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](#).