

Complaint about childcare provision

Ref: 2647005/6334242

Date: 6 May 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 12 February 2026, we received concerns that the provider was not meeting requirements relating to suitable people, staff: child ratio.

On 29 April 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 15 May 2026:

- ensure the initial and ongoing suitability of an assistant is checked and appropriate references are obtained
- ensure yourself and any assistants complete safeguarding training in line with Annex C criteria, every two years
- ensure that children are adequately supervised at all times and especially whilst eating
- ensure that robust risk assessments are implemented, and that they effectively identify, minimise or remove all potential hazards in the environment
- ensure records are easily accessible and available and kept securely
- maintain an accurate daily record of the names of the children being cared for on the premises, their hours of attendance, and the names of each child's key person.

We suspended the provider's registration on 29 April 2026 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 18 May 2026 , the provider appealed the decision to suspend registration to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. The Tribunal did not uphold the appeal, so the provider remains suspended.

On 22 May 2026 we carried out a further regulatory visit to monitor the actions set. We found that the provider had taken steps to complete relevant suitability checks for their assistants. They had also reviewed their record storage and recording of children's attendance. The provider explained how they would supervise children who are eating, in future to meet requirements. We found the provider and assistant had completed some online safeguarding training. We also found that the provider's risk assessments were more robust. However, this visit took place with no children present, so the impact on these could not be assessed.

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](#).