

Complaint about childcare provision

Ref: 2725219/6269919

Date: 27 February 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 11 November 2025, we received concerns that the provider was not meeting the statutory requirements, including safeguarding policies and procedures, suitability of staff, staff qualifications, training and support, staff-to-child ratios, and the safety and suitability of the premises, environment, and equipment.

On 13 January 2026, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 28 January 2026. 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 20 February 2026:

- ensure an effective safeguarding policy and procedure in line with the requirements of the relevant Local Safeguarding Partners (LSP's), including Prevent Duty guidance is in place and understood by all staff

- ensure that all staff including the Designated Safeguarding Lead (DSL) receive training

- take all necessary steps to ensure that all children are safe and the Early years statutory framework requirements are consistently met

- ensure that all staff have the relevant training and qualifications and have completed the required checks to verify their suitability to look after children

- ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised
- ensure that all staff receive induction training to help them understand their roles and responsibilities
- ensure that the Special Educational Needs Co-ordinator (SENCO) has the appropriate training, skills, and knowledge to fulfil their role and responsibilities
- ensure that all staff know how to consistently support, understand and manage children's behaviour effectively
- ensure appropriate supervision arrangements are in place to support, coach and train staff to help them improve their knowledge and understanding and skills.

On 25 February 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection. We found that the provider had not met the actions in the welfare requirements notice.

We suspended the provider's registration on 26 February 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 17 April 2026, the provider notified us of their wish to resign their registration. They were still suspended at the time due to ongoing enforcement action. We accepted their resignation and 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](#).