

Complaint about childcare provision

Ref: 2732733/6078959

Date: 7 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 25 June 2025, we received concerns that the provider was not meeting requirements relating to the safety and suitability of premises, environment and equipment.

On 3 July 2025, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

We also found that 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 17 July 2025:

- inform Ofsted of any assistants so that suitability checks can be completed
- do not allow any person whose suitability has not been checked to have unsupervised contact with children
- ensure that the maximum of three young children being cared for is only increased in exceptional circumstances, and only if the quality of care and safety of children can be maintained
- ensure the deployment of staff meets children's needs and promotes their safety and well-being and that children are usually within sight and hearing and always within sight or hearing of staff
- ensure children are always adequately supervised, particularly whilst eating
- implement effective hygiene practices that promote children's good health and help to minimise or stop the spread of infection
- ensure the premises are fit for purpose and suitable for minded children, including that

they are clean and safe

- provide an adequately equipped area for the hygienic preparation of food and drink
- take all reasonable steps to ensure children in your care are not exposed to risks
- frequently check sleeping children and ensure they are safe, including by following the latest government safety guidance
- implement a policy and procedures that help keep children safe in relation to the use of mobile phones and the sharing of photos of children
- ensure you know the correct action to take in the event of an allegation being made against a person working with children, in line with your local safeguarding children partnership procedures
- gain a secure knowledge and understanding of the legal requirements of your registration so that the 'Statutory framework for the early years foundation stage' can always be implemented
- provide assistants with training that helps them to identify, understand and respond to signs that a child is at risk of possible harm
- provide assistants with training that helps them to understand their roles and responsibilities and offer quality care and education to children
- appropriately support children's behaviour, including by helping them to understand and manage their feelings, and consistently intervening when children experience conflicts with their friends
- maintain records which enable the safe and efficient running of the setting
- keep accurate daily records of the names of children being cared for on the premises and their hours of attendance
- maintain a record of children's full names and dates of birth, names and address of parents, and emergency contact details for all children in your care.

We suspended the provider's registration on 3 July 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 8 July 2025, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration. 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](#).