

Complaint about childcare provision

Ref: EY361824/6214555

Date: 1 December 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 17 November 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and concerns about children's safety and welfare.

We suspended the provider's registration on 17 November 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 the 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 27 November 2025, 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 2 January 2026:

- ensure that there is a competent practitioner to take lead responsibility for safeguarding children and liaising with local statutory children's services agencies and local safeguarding partners
- ensure that all practitioners are alert to any issues of concern in the child's life at home or elsewhere
- ensure that staff understand how to refer concerns about children's safety or welfare to their local authority children's social care team and/or the police
- ensure that the designated safeguarding lead (DSL) has the knowledge and understanding to provide support, advice and guidance to all practitioners on an ongoing basis, and on any specific safeguarding issues as required
- ensure that safeguarding training is renewed every two years, or sooner, to help maintain

basic skills and keep up to date with changes or safeguarding procedures or as a result of any safeguarding concerns that occur

- ensure that all information is used to tailor care to meet children's individual needs
- ensure that accurate and detailed records are maintained to enable information sharing with parents, carers and other professionals to meet all children's needs.

On 9 December 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](#).