

Complaint about childcare provision

Ref: EY401760/6017797

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 17 April 2025, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour.

On 8 May 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 6 June 2025:

- ensure that any assistants have the required checks in place and are deemed suitable by Ofsted
- improve the arrangements for supervision, and the ongoing support that assistants receive, to ensure they have sufficient knowledge and understanding to carry out their roles and responsibilities effectively
- ensure assistants have sufficient understanding and use of English to ensure the well-being of children in their care, in particular they must be able to liaise with other agencies in English
- ensure that care is provided for a maximum of six children under the age of eight
- keep a daily record of the names of the children being cared for on the premises, and their hours of attendance
- improve knowledge and understanding of the requirements to notify Ofsted of any person working at the premises from which childminding is provided.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

We suspended the provider's registration on 12 June 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. 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 14 July 2025, the provider informed Ofsted that they wish to resign their registration. This was before we were able to complete all of our enquiries in relation to concerns identified. 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](#).