

Complaint about childcare provision

Ref: EY487990/5984572

Date: 10 April 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 2 April 2025, we received concerns that the provider was not meeting the requirements relating to Safeguarding policies and procedures and Suitable people.

On 2 April 2025, we carried out a regulatory telephone call and on 7 April 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 22 April 2025:

- ensure that concerns about staff are referred within the required timescales
- demonstrate secure knowledge and understanding of the procedures to follow in the event of a concern about a staff member
- ensure that people looking after children continue to be suitable to fulfil their roles, with particular regard to health conditions and assessing any associated risks.

On 24 April 2025, we received a further concern that the provider was not meeting the requirements for safeguarding policies and procedures, suitable people and disqualification.

On 25 April 2025, 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 previous visit and to explore the new concern. We found the provider had not met the actions set in the welfare requirements notice. We also found the provider had failed to follow safeguarding procedures to keep children safe. The provider also failed to notify Ofsted in a timely manner of a significant event which is likely to affect the suitability of the early years provider to look after children, which is a requirement of their registration.

During the visit, the provider made the decision to resign the registration, which we

accepted.

The provider is no longer registered with Ofsted.

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](#).