

Complaint about childcare provision

Ref: EY331809/6002135

Date: 26 September 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage \(EYFS\)](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. In March 2025, we received concerns that this provider was not meeting requirements relating to staff: child ratios, training and skills, supporting and understanding children's behaviour, special educational needs, risk assessment, key person, accident or injury, information for parents and carers, supervisions of staff, complaints, suitable people, safeguarding policies and procedures, concerns about children's safety and welfare and information and record keeping.

On 10 April 2025, we carried out a regulatory visit. We 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.

Actions needed by 28 April 2025:

- implement effective supervision arrangements for staff, including the manager, to ensure that appropriate support is provided to enable them to fulfil their roles and responsibilities
- develop appropriate sleeping arrangements for children to ensure that staff practise reflects current safe sleeping guidance to support children's safety and welfare
- ensure that food hygiene standards are maintained throughout the setting so food is safely prepared.

On 3 June 2025, we carried out an inspection to monitor the welfare requirements notice. We found the provider was not meeting some of the requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 3 June 2025. 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 24 June 2025:

- take action to implement appropriate physical intervention strategies to ensure that all children and staff are appropriately safeguarded
- ensure staff implement a consistent approach to managing and supporting children's feelings and behaviour, to help children to understand how to manage their feelings and

learn what is expected of them

- develop suitable monitoring of staff practice to ensure that all areas for development are identified and swiftly addressed to ensure that children's care and learning experience benefit
- implement a suitable key person approach to ensure that staff support children's individual care and learning needs effectively

On 27 June 2025, we carried out a regulatory visit to monitor the welfare requirements notice. We found that the provider had started to take appropriate action to meet the actions set.

We took steps to cancel the provider's registration. On 5 August 2025, the provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we did not uphold the objection, so have decided to proceed with cancellation.

On 8th September 2025, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. On 3 December 2025, the provider withdrew the appeal to the Health, Education and Social Care First-tier Tribunal. The provider's registration is therefore cancelled.

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](#).