

Complaint about childcare provision

Ref: EY309106/6002136

Date: 29 July 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 3 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 17 April 2025:

- implement effective supervision arrangements for staff, including the manager, to ensure that appropriate training and support is provided to enable them to fulfil their roles and responsibilities
- implement a suitable emergency evacuation procedure that includes plans on how to staff support all children to be moved to a place of safety.

On 21 May 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 27 May 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 improve the oversight of all aspects of the provision, to address weaknesses and maintain a safe environment for children
- ensure all staff receive appropriate safeguarding training to enable them to identify and respond when a child may be at risk of harm, and know the correct procedures to follow to respond appropriately

- take action to implement a rigorous system for risk assessment to ensure staff robustly know how to identify hazards and manage these effectively and promptly, so that children are not exposed to risks
- improve staff deployment to ensure children are adequately supervised at all times to ensure their safety
- implement a suitable emergency evacuation procedure that includes plans on how staff are to support all children to be moved to a place of safety
- take action to ensure staff trained to administer first aid have the sufficient knowledge in order to respond to an emergency
- ensure staff supervision arrangements are effective in identifying gaps in their knowledge and practice, and provides staff with the support, coaching and training needed to improve their personal effectiveness
- provide staff with support and coaching so they can implement appropriate and consistent strategies for managing children's behaviour, to help all children understand how to manage their own feelings and behaviour appropriately
- ensure nappy changing facilities are always suitability hygienic

On 18 June 2025, we carried out a regulatory visit to monitor the welfare requirements notice set at inspection. We found that some of the actions had been met, but not all had been addressed. We have served another 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 11 July 2025:

- ensure leaders take action to improve the oversight of all aspects of the provision, to address weaknesses and maintain a safe environment for children
- ensure leaders provide staff with the training, support and coaching they need so they can implement appropriate and consistent strategies for managing children's behaviour, to help all children understand how to manage their own feelings and behaviour appropriately.

On 18 July 2025, we visited to monitor the welfare requirement notice. We found that the provider had met one, but not all the actions set in the welfare requirement notice. We have served another welfare requirements notice. In addition, we raised further actions. This is a legal notice that requires the provider to take to meet the actions below within the

timescales set out. The provider will be able to give parents further information about this. Actions needed by 25 July 2025:

- ensure leaders take action to improve the oversight of all aspects of the provision, to address weaknesses and maintain a safe environment for children
- ensure sufficient arrangements are in place to ensure a named deputy, who is capable and qualified, is available to take charge in the managers absence
- take action to ensure recruitment and vetting procedures are robust, including taking appropriate steps to verify qualifications, to ensure the suitability of those working with children and their families
- implement and monitor risk assessments, ensuring that all potential hazards are consistently identified, minimised and promptly addressed to pro-actively protect children's safety.

On 23 July 2025, we visited due to on-going concerns about staffing arrangements. Following the visit, we raised a further welfare requirement 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 28 July 2025:

- take action to ensure there is always at least one member of staff who holds a current paediatric first aid certificate on the premises and available at all times when children are present.

We suspended the provider's registration on 23 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.

We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps.

On 5 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](#).