

Complaint about childcare provision

Ref: 253801/5956745

Date: 6 May 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 10 February 2025, we received concerns that the provider was not meeting requirements relating to the areas of learning and development, educational programmes and the suitability of the premises.

On 27 March 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course.

We suspended the provider's registration on 27 March 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.

Following the inspection, we served a welfare requirements notice on 11 April 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 23 April 2025:

- ensure there is always at least one person on the premises and available when children are present who has a current paediatric first-aid certificate
- ensure any qualified staff included in staff: child ratios hold a current paediatric first-aid certificate
- provide meals that are healthy, balanced and nutritious to support the good health of children
- monitor the quality of staff's teaching practice more closely and provide any necessary training, so that staff offer effective learning experiences for children
- implement appropriate arrangements for the supervision of staff that provides them

support and coaching to facilitate their roles and improve outcomes for children

- ensure the premises are in a good state of repair, hygienic, and fit for purpose
- strengthen staff hand hygiene practice, particularly when wiping children's noses.

On 28 April 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](#).