

Complaint about childcare provision

Ref: EY555551/6129985

Date: 23 November 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 15th August 2025, we received concerns that the provider was not meeting requirements relating to suitable people, supporting and understanding children's behaviour, and toilets and intimate hygiene.

On 7th November 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We 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 4th December 2025:

- ensure knowledge and understanding of safeguarding is implemented consistently and effectively so staff and leaders are able to respond appropriately to child protection concerns and promote the safety and welfare of all children
- ensure all staff develop a secure understanding of signs that a child might be at risk of harm and are able to identify allegations and follow the required procedures if or when an allegation is raised
- ensure all staff understand policies and procedures relating to recording accidents and follow the required procedures where there are concerns about a child
- ensure leaders and staff understand whistleblowing policies and procedures and take swift and timely action when concerns are reported
- ensure that concerns about children's safety or welfare, are immediately notified to Local Safeguarding Partners in line with local reporting procedures
- leaders must ensure effective procedures are in place to check the suitability of staff, at the point of recruitment, to ensure they are robust in keeping children safe from

unsuitable people

- ensure policies and procedures to keep children safe are clear and in line with Local Safeguarding Children Board procedures and to ensure that suitability matters are dealt with in a timely and swift manner
- ensure references are provided by previous employees in a timely manner
- ensure all staff with designated safeguarding lead responsibility understand the safeguarding policies and procedures and are able to identify allegations and follow the required procedures if or when an allegation is raised
- ensure effective supervision, coaching and training arrangements are in place to enable practitioners respond appropriately to child protection concerns
- ensure parents and/or carers are notified of any accident or injury involving their child as soon as possible after the incident

We suspended the provider's registration on 19 November 2025 because we believe children may be at risk of harm. Suspension allows time for agencies with safeguarding responsibilities to complete their enquiries and 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.

On 21 November 2025, while suspended, the provider informed us of their wish to resign their registration. The resignation has been accepted and 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](#).