

Complaint about childcare provision

Ref: 2694301/6055260

Date: 11 July 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 30 May 2025, we received concerns that the provider was not meeting requirements relating to suitable people and safeguarding policies and procedures. On 13 June 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 16 June 2025:

- improve the deployment of staff and the supervision of children, to keep children safe and to meet the needs of all children
- ensure leaders and staff understand how to identify risk, and take appropriate action to remove risks in the environment to keep children safe
- ensure that the procedures for mobile phones and devices are implemented effectively to safeguard children

Actions needed by 23 June 2025:

- ensure procedures to recruit staff and monitor suitability are robust and in line with the procedures of the Local Safeguarding Partners
- ensure that staff with designated safeguarding lead (DSL) responsibilities, receive effective support and training to help them understand their safeguarding roles and responsibilities, and the steps to take when staff raise concerns
- ensure that children who have special educational needs and/or disabilities (SEND) receive the appropriate support and supervision they need to keep them safe and to promote their learning.

On 25 June 2025, we carried out an inspection to monitor the actions issued on the welfare

requirement notice with the end dates of 16 and 23 June 2025. The report and inspection outcome will be published in due course. We found that the provider had not met all the actions in the welfare requirements notice. We have served another welfare requirements notice and suspended the providers registration. The provider will be able to give parents further information about this.

Actions needed by 4 July 2025:

- ensure leaders and staff understand how to identify risk, and take appropriate action to keep children safe
- improve the deployment of staff and the supervision of children, to keep children safe and to meet the needs of all children
- ensure that children who have special educational needs and/or disabilities (SEND) receive the appropriate support and supervision they need to keep them safe and to promote their learning
- ensure staff manage children's behaviour in a positive way that enables children to learn to manage their feelings and emotions appropriately
- ensure leaders and staff receive effective support and training to ensure that they understand their roles and responsibilities
- ensure the key person system is effective, and staff engage with parents to meet children's needs

We suspended the provider's registration on 25 June 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.

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On 3 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](#).