

## **Complaint about childcare provision**

Ref: 510019/5921136

Date: 13 January 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](http://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 3 January 2025, we received concerns that the provider was not meeting requirements relating to suitable people; safety and suitability of premises, environment and equipment; and information and record keeping.

On 7 January 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 9 January 2025:

- ensure the premises remain safe for children, with specific regard to demonstrating that the electrics are maintained to the required safety standards
- ensure steps are taken so that children are not exposed to potential risks, with specific regard to the accessibility of electrical sockets in the office area and the worn ramp outside.

Actions needed by 21 January 2025:

- demonstrate how all areas of the premises remain safe, suitable and fit for purpose.

We also found that the provider had failed to notify us about information and record keeping. This lack of notification means that the provider did not meet their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any change to the individuals who are partners in, or a director, secretary or other officer or members of its governing body.

On 10 January 2025, we found that the provider had met the actions dated 9 January 2025. They had taken steps to prevent children accessing the worn ramp outside and electrical sockets and wires in the office were secured to the wall. They also had an electricians report showing the electrics to be in a satisfactory condition. This supports children's well-being.

On 16 January 2025, we received further concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

We suspended the provider's registration on 16 September 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.

On 23 January 2023, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration.

### **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](#).