

Complaint about childcare provision

Ref: 2501264/6286517

Date: 26 May 2026

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 29 January 2026 we received concerns that the provider was not meeting requirements relating to suitable people; safeguarding policies and procedures; qualifications, training, support and skills; health; and information and record keeping.

On 19 February 2026, we received concerns that the provider was not meeting requirements relating to suitable people and concerns about children's safety and welfare.

On 9 March 2026, 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 23 March 2026:

ensure you obtain an enhanced criminal records check for every person aged 16 and over who works directly with children

ensure the staffing arrangements meet the needs of all children so that they are adequately supervised at all times to keep them safe from harm

ensure children are always within sight and hearing of staff

ensure all staff who are responsible for supporting, understanding, and managing children's behaviour are competent to do so in an appropriate way

improve the safety of the premises, including overall floor space and outdoor spaces, ensuring they are fit for purpose and suitable for the age of children cared for, and the activities provided on the premises

take action to ensure the safety of children, staff, and others on the premises in the case of fire or any other emergency, making sure that fire doors are free of obstruction

implement effective procedures so that children can sleep safely in line with the latest government safety guidance: Sudden infant death syndrome (SIDS), this includes monitoring the temperature of the environment where children sleep

provide suitable hygienic toilets and changing facilities for changing any children who are in nappies

ensure that all reasonable steps are taken to ensure children are not exposed to risks

demonstrate a secure understanding of significant events that must be notified to Ofsted, and the required timeframes for doing so.

On 18 March 2026, we received concerns that the provider was not meeting requirements relating to suitable people.

We suspended the provider's registration on 19 March 2026 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 25 March 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider was complying with the suspension. We found that the provider was complying with suspension. At that visit, we also checked whether the provider had met the safeguarding and welfare actions raised at their last regulatory visit. We found that the provider had not met all of the action/s in the welfare requirements notice. The provider had taken some action to improve the safety of the premises. For example, the fire exit was clear of obstruction, and the garden had been cleared of hazards. The sleep room had a new thermometer so that temperatures could be monitored, and the environment was observed to be clean and tidy. Risk assessments had been improved to ensure items such as mops, buckets and brooms were stored appropriately and no longer accessible to children. The provider had also taken action to improve the children's bathrooms and nappy changing arrangements. However, items such as cleaning materials were still accessible to children.

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

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](#).