

Complaint about childcare provision

Ref: 2514964/6385137

Date: 24 July 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 6 May 2026 we received concerns that the provider was not meeting requirements relating to training, support and skills; staff: child ratios; health, food and drink; safety and suitability of premises, environment and equipment and information and record keeping.

On 16 July 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 31 July 2026:

- ensure staffing arrangements meet the needs of all children to ensure their safety
- ensure that children are always within sight and hearing of the childminder and/or assistants
- ensure that ratio requirements are maintained to support the safety and care of the children
- ensure that children are always within sight and hearing of a childminder or assistant whilst eating, where possible, the childminder or assistant should sit facing children whilst they eat
- ensure a written record of accidents or injuries and first aid treatment is maintained and that parents are informed of any accident or injury on the same day as, or as soon as reasonably practicable after
- ensure that sleeping children are frequently checked to ensure that they are safe, this includes ensuring that cots and bedding are in good condition and suited to the age of the child, and that babies are placed down to sleep safely in line with the latest government safety guidance

- ensure that all reasonable steps are taken so that children are not exposed to risks; this specifically refers to the safe management of the slide and trampoline
- ensure records are easily accessible and available
- ensure that a daily record of the names of the children being cared for on the premises, their hours of attendance, and the names of each child's key person (if this is not the childminder themselves) is maintained at all times.

We suspended the provider's registration on 16 July 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.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still 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](#).