

Complaint about childcare provision

Ref: 2515666/6244570

Date: 22 December 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 15 December 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 18 December 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 14 January 2026:

- ensure that there is effective leadership and oversight from the provider in order to provide a high-quality and safe provision for children
- ensure that the premises is secure at all times to prevent unauthorised persons entering, or children being able to leave unsupervised
- make sure that there are enough staff working directly with children at all times to ensure their safety
- ensure that staff are deployed effectively at all times to supervise children and meet their individual needs
- maintain accurate records of children's full names and hours of attendance
- take all reasonable steps to identify risks to children's safety, and ensure that these risks are removed or minimised in a timely way
- ensure that there are suitable facilities for the hygienic preparation of food
- comply with health and safety legislation, specifically relating to the safe preparation of food

- ensure that children have access to a safe outdoor play area, or that there are suitable arrangements in place to accommodate outdoor activities on a daily basis
- provide all staff, including leaders, with effective support and supervision to improve their personal effectiveness and promote their well-being
- provide staff with targeted training, support and professional development opportunities which enable them to understand and fulfil their roles and responsibilities

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

We suspended the provider's registration on 18 December 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 13 January 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last regulatory event.

On 13 January 2026, we found that the provider had not met the actions set in the welfare requirement notice. We have served another 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 January 2026:

- ensure that there is effective leadership and oversight from the provider in order to provide a high-quality and safe provision for children
- ensure that all staff have the necessary knowledge and skills to ensure the premises is secure at all times to prevent unauthorised persons entering, or children being able to leave unsupervised
- demonstrate staff's understanding of ratios to make sure that there are enough staff working directly with children at all times to ensure their safety
- ensure that staff understand how to deploy themselves effectively at all times to

supervise children and meet their individual needs

- make sure that all staff have a secure understanding of risk assessment and take all reasonable steps to identify risks to children's safety, and ensure that these risks are removed or minimised in a timely way
- ensure that there are suitable facilities for the hygienic preparation of food
- comply with health and safety legislation, specifically relating to the safe preparation of food
- provide all staff, including leaders, with effective support and supervision to improve their personal effectiveness and promote their well-being
- provide staff with targeted training, support and professional development opportunities which enable them to understand and fulfil their roles and responsibilities.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 26 January 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last regulatory event.

On 26 January 2026, the provider responded to the actions set. We found that the provider had taken action to improve their oversight of the setting and had plans in place to monitor practice moving forward. We found that the provider and staff demonstrated knowledge of the procedures in place to ensure the security of the premises. The provider and staff demonstrated understanding of ratio requirements and how to deploy themselves effectively to supervise children and meet their needs. The provider and staff have undertaken training to improve their understanding of risk assessment and safe food preparation. Leaders demonstrated knowledge about how to provide staff with effective supervision, training, support and professional development opportunities. The provider showed understanding of their role to support the manager and promote their wellbeing.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 27 January 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).