

## **Complaint about childcare provision**

Ref: 2534293/6303693

Date: 6 March 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](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 13 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, supporting and understanding children's behaviour, information about the childminder, changes that must be notified to Ofsted, staff: child ratios and suitable people.

On 2 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 20 March 2026:

- ensure that you consistently model appropriate, professional and respectful behaviour in the presence of children to support children's emotional wellbeing
- ensure that your conduct and professional practice when working with other professionals fully aligns with expectations, maintaining calm, respectful and professional interactions always
- ensure that every child's care is tailored to their individual needs, providing them with meaningful and engaging experiences throughout the day
- ensure there is a daily record of the names of the children being cared for on the premises and their hours of attendance
- keep Ofsted informed of all individuals living on the premises and any significant event which is likely to affect the suitability of any person in regular contact with children.

We will monitor the provider's response to ensure the actions are successfully completed.

We suspended the provider's registration on 13 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 31 March 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.

On 9 April 2026, the provider responded to the actions set. We found that the provider understands the importance of modelling appropriate, professional and respectful behaviour in the presence of children, ensuring that their conduct and practice when collaborating with other professionals consistently reflects expectations. There are systems in place for recording children's hours of attendance. The provider demonstrates secure knowledge of the matters they must report to Ofsted. Lastly, the provider understands how to provide meaningful experiences for children that promote their development.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).