

Complaint about childcare provision

Ref: 2644012/6055619

Date: 19 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.

Between 30 May 2025 and 15 November 2025, we received a number of concerns that the provider was not meeting the requirements relating to communication with parents, supervision of children, safety of the premises, supporting and understanding children's behaviour, staff-to-child ratios and children's safety and welfare.

On 3 June 2025, we received a notification from the provider relating to concerns about children's safety and welfare. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' (EYFS), to notify Ofsted of significant events.

On 20 November 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.

Actions needed by 12 December 2025:

- ensure there are suitable hygienic toilet facilities including handwashing provision, available at all times and that children's privacy is considered when using the toilet facilities
- ensure records of complaints are available to Ofsted
- make available to parents the details about how to contact Ofsted
- ensure staffing arrangements meet the needs of children to ensure their safety and that children are adequately supervised especially while eating
- ensure that staff follow the guidance on food safety for young children and food is prepared in a way to prevent choking
- take all reasonable steps to ensure risk assessments identify all aspects of the

environment that need to be checked on a regular basis, and how the risk will be removed or minimised so that children are not exposed to risks.

On 16 December 2025, 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 previous regulatory event.

We found the provider had met some of the safeguarding and welfare actions but not others. The complaints records are now available to Ofsted and parents have been provided with details about how to contact Ofsted. We also found children had access to suitable handwashing facilities. Children were also appropriately supervised while eating.

Additionally, during the regulatory visit, we found new areas of concern. This means that the provider is not meeting other requirements set out in the EYFS. In relation to these new areas of concern, on 23 December 2025 we served a further welfare requirements notice.

Actions needed by 6 January 2026:

- take all reasonable steps to ensure risk assessments identify all aspects of the environment that need to be checked on a regular basis, and how the risk will be removed or minimised so that children are not exposed to risks
- ensure references are obtained for staff before they are recruited and make sure any concerns are resolved before appointment is confirmed
- ensure that staff follow the guidance on food safety for young children
- ensure all new staff are provided with induction training to help them understand their roles and responsibilities
- obtain appropriate insurance to cover all premises from which childcare is provided.

On 16 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 previous regulatory event.

We found the provider had met some of the safeguarding and welfare actions. The recruitment of staff is now more robust. The provider also obtained appropriate insurance for the provision. However, we found that the provider had not met some of the actions in the welfare requirements notice. We found the provider had failed to ensure the premises were safe and suitable, which put children at risk of harm. We also found the provider did not support staff to implement safer eating practices. As a result, children's health and

safety were compromised.

Additionally, during the regulatory visit, we found new areas of concern. For example, information regarding children's individual needs and dietary requirements had not been obtained. We also found that the provider had not maintained accurate records of children's attendance. Furthermore, the provider had not obtained information required about children being cared for such as emergency contact numbers. This poses a further risk to children in the event of an accident or an emergency.

We suspended the provider's registration on 16 January 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 17 February 2026 we served a notice of intention as we are taking steps to cancel the provider's registration.

On 24 March 2026, the provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we did not uphold the objection. We served a Notice of Decision to cancel the providers registration on 15 May 2026. The provider had the right to appeal our decision to take these steps.

On 15 May 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We were satisfied that the identified risk of harm to children has been removed.

The provider has not exercised their right to appeal the Notice of Decision to cancel their registration. Therefore, their registration has now been cancelled, and 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](#).

