

Complaint about childcare provision

Ref: 2719923/6209080

Date: 17 April 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 September 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios.

On 11 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration on 11 November 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.

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 November 2025:

- ensure ratio requirements are met at all times to ensure the safety and well-being of all children
- demonstrate a good understanding of what changes need to be notified to Ofsted
- ensure all assistants working with the children are suitable to do so and are known to Ofsted.
- ensure that assistants have a secure knowledge of child protection procedures
- ensure a daily record of children's attendance is completed

On 18 December 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. The provider demonstrated a good understanding of ratio requirements to ensure children's

safety and wellbeing. The provider has improved their understanding of what changes need to be notified to Ofsted. She has also ensured all assistants have completed necessary suitability checks. The provider has good understanding of child protection procedures and has ensured all assistants know what to do if they are concerned about a child. The provider has ensured that a daily record of attendance is recorded suitably. These measures support the safety and wellbeing of the children attending.

We are satisfied the provider has met the safeguarding and welfare actions raised.

On 18 December 2025, 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](#).