

Complaint about childcare provision

Ref: 2749898/6442902

Date: 22 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 30 June 2026 and 10 July 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, information and record keeping, suitable people, safer eating, paediatric first aid, supervision of staff, key persons and safety and suitability of premises, environment and equipment.

On 13 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 that the environment is organised in a way that there is sufficient space for children in any areas they are cared for
- ensure that staff are deployed effectively at all times to meet the needs of all children
- make sure that children are properly supervised when eating
- ensure that food served to children is prepared in a way that is appropriate and that any choking risks are removed
- ensure that there are rigorous procedures in place to manage allergies and dietary requirements, including making sure that medication is on site and easily accessible in the event of an emergency
- provide children with suitable furniture and equipment that is fit for purpose, especially when eating
- ensure that staff manage children's behaviour in a way that helps them to understand what is expected

- put arrangements in place to support children with special educational needs and/or disabilities
- ensure that children receive food and nutrition that is tailored to their individual needs and supports their health
- implement procedures to check that staff are suitable for their roles and responsibilities
- ensure that there is a suitable, named deputy manager to take charge in the absence of the manager
- implement a secure key-person system that meets the individual care and developmental needs of children
- ensure that anybody whose suitability has not been confirmed does not have unsupervised contact with children
- provide staff with training and professional development opportunities that improve their knowledge and skills and enable them to 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 13 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.

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](#).