

Complaint about childcare provision

Ref: 2757050/6054826

Date: 10 November 2025

Summary of outcome

On 30 May 2025, we received concerns that the provider was not meeting requirements relating to Suitable people and Staff: child ratios.

On 26 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements, and was not operating within their registration requirements.

We suspended the provider's registration 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. The provider is still registered with Ofsted.

Actions needed by 21 July 2025:

- take all necessary steps to keep children safe and well, including ensuring the people who have contact with children are suitable
- ensure any assistant is deemed suitable by Ofsted before counting them in the ratio
- ensure staffing arrangements meet the needs of all children and keep them safe at all times
- ensure children are adequately supervised and are always within sight and hearing of adults whose suitability has been established by Ofsted
- always meet the ratio requirements for each person working with children, if any variations are made to the usual ratios, due to exceptional circumstances, ensure this does not impact on the quality of care provided or put children at risk
- ensure children are only left in the care of assistants, for up to two hours, whose suitability has been established by Ofsted and where parents consent has been received
- take all reasonable steps to ensure children in your care are not exposed to risks, for example, by leaving them in the care of assistants whose suitability has not been

determined, and demonstrate how those risks are being managed

- ensure records are maintained and shared with those who have a professional right to see them, including Ofsted
- ensure records are easily accessible and available
- keep a daily record of the names of the children being cared for on the premises, their hours of attendance.

On 29 September 2025, we conducted a full inspection. The report and inspection outcome will be published in due course. We found that the provider had taken suitable steps to meet the notice. The minding arrangements now ensure that children are cared for by adults who are deemed suitable by Ofsted. We also found that records of children's attendance are up to date and easily accessible. We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps. On 22 August 2025, 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, so have decided to proceed with cancellation. On 24 November 2025, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal.

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](#).