

Complaint about childcare provision

Ref: 2758771/6326182

Date: 28 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.

On 6 March 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of the premises.

On 13 March 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and 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.

Actions needed by 7 April 2026:

- ensure that risk assessment is used effectively to identify and remove or minimise any risks to children's safety
- gain knowledge and understanding to use risk assessment consistently and effectively
- ensure that any assistants whose suitability has not been confirmed by Ofsted are not included in staff: child ratios
- provide Ofsted with all required information to complete the necessary suitability checks on any individuals, including assistants, who may have regular contact with children
- ensure that facilities used for sleep and rest are age and developmentally appropriate and are considered safe in line with current safe sleep guidance
- ensure that there is sufficient space for the children being cared for, taking account of the

minimum floor space requirements

- ensure that all children receive care that meets their needs
- ensure that you, and any assistants, have appropriate skills, knowledge and a clear understanding of roles and responsibilities to safeguard children
- ensure that any food and drink provided to children is healthy, balanced and nutritious
- ensure that children have access to fresh drinking water at all times
- ensure that all information and records are easily accessible and made available for inspection at all times.

On 13 April 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 last regulatory event. We found that the provider had not met the actions set in the welfare requirement notice. We have served another 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 8 May 2026:

- ensure that there is a safeguarding policy and procedure that is understood by you and all assistants and that it is implemented effectively
- ensure that you and all assistants receive appropriate training so that they understand their safeguarding duties, including how to manage allegations, in line with the criteria set out in Annex C
- ensure that all assistants understand whistleblowing procedures and their duty to raise concern about poor or unsafe practice
- ensure that risk assessment is used effectively to identify and remove or minimise any risks to children's safety
- ensure that you and all assistants have the knowledge and understanding to use risk assessment consistently and effectively
- ensure that there is sufficient space for the children being cared for, taking account of the minimum floor space requirements
- ensure that you, and any assistants, have appropriate skills, knowledge and a clear

understanding of roles and responsibilities to safeguard children

- ensure that any food and drink provided to children is healthy, balanced and nutritious
- ensure that children have access to fresh drinking water at all times
- ensure that all information and records are accurate, easily accessible and made available for inspection at all times
- maintain appropriate insurance for transporting children by vehicle.

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

On 15 May 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 last regulatory event. We found the provider has taken insufficient action to meet the welfare requirements notice. 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 6 May 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, so have decided to proceed with cancellation and the provider remains 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](#).