

Complaint about childcare provision

Ref: 503117/6271073

Date: 13 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 15 January 2026, we received concerns that the provider was not meeting requirements relating to suitable people and changes that must be notified to Ofsted.

On 9 March 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 15 April 2026:

- demonstrate a secure knowledge of the staff: child ratios set out in guidance and how you plan to meet these
- demonstrate knowledge and understanding of the requirements for suitable people, including the suitability checks required, and how you will meet these in checking the suitability of others who may come into regular contact with or care for children in your care
- complete a health declaration form and take this to your GP so that a decision can be made about your ongoing suitability to care for children
- update knowledge of safer sleep, including the NHS guidance on sleeping babies and demonstrate knowledge of how babies should be placed down to sleep safely in line with the latest government safety guidance.

Additionally, on 9 March 2026, 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.

On 22 April 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. The provider correctly explained staff: child ratios and discussed how she intends to meet these. The provider shared how she plans to check and monitor the ongoing suitability of others who may come into contact with children in her care, including any assistants. Additionally, the provider completed safer sleep training and is able to explain how she will follow safer sleep practice. We are satisfied the provider has met these particular safeguarding and welfare actions raised. Furthermore, the childminder has submitted the requested health declaration forms to enable us to make a decision about her ongoing suitability to care for children.

We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps. 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](#).