

Complaint about childcare provision

Ref: EY301850/6287471

Date: 6 February 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 27 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, staff: child ratios.

We suspended the provider's registration on 4 February 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.

On 4 February 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 18 February 2026

ensure any assistants are cleared as 'suitable' by Ofsted before they are included in staff: child ratios

ensure Ofsted is aware of every other person looking after children on the premises to make sure that they are suitable to work with children

ensure that all children are adequately supervised at all times to ensure their safety

in all circumstances, ensure that the total number of children under the age of eight being cared for must not exceed six

understand indoor space requirements to ensure that the needs of all children are met

ensure babies are placed down to sleep safely in line with the latest government safety guidance

assess potential risks or hazards for children, particularly when walking to and from the local school and include consideration of staff to child ratios to keep children safe

take all reasonable steps to ensure that children in your care are not exposed to risks and demonstrate how you are managing risk to keep children safe

ensure there is an accurate daily record of the names of the children being cared for on the premises and their hours of attendance.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 6 February 2026, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration. They are no longer a registered childcare provider.

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](#).