

Complaint about childcare provision

Ref: EY319711/6104331

Date: 29 August 2025

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 22 July 2025, we received concerns that the provider was not meeting some of these requirements relating to concerns about children's safety and welfare and the safety and suitability of the premises, environment and equipment

On 24 July 2025, 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 25 August 2025:

- ensure the premises are fit for purpose, suitable for the age of children cared for and comply with requirements of health and safety legislation
- ensure there are suitable areas available for the hygienic preparation of food
- take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks in relation to your premises and family pets
- ensure that systems are in place to maintain an up-to-date record of information about all children in your care, to include full name, date of birth, parent/carer information and emergency contact details.

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

We suspended the provider's registration on 24 July 2025 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 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 28 August 2025 we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions. We found that the provider had made changes to the premises so they were fit for purpose. This included areas used for food preparation. The provider described appropriate procedures to carry out regular risk assessments in order to ensure children are not exposed to risks. The provider has also improved systems to maintain appropriate records.

On 29 August 2025, we lifted the suspension because the provider took appropriate action to deal with the matters that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

On 10 February 2026 we carried out a regulatory visit. We found that 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 16 February 2026:

- ensure the premises, including overall floor space, are fit for purpose and suitable for the age of children cared for and comply with requirements of health and safety legislation, including hygiene requirements
- take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks in relation to your premises.

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

We suspended the provider's registration on 10 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 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 17 February 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. We found that the provider had made changes to the premises so they were fit for purpose. The provider described appropriate procedures to carry out regular risk assessments in order to ensure children are not exposed to risks.

On 18 February 2026, we lifted the suspension because the provider took appropriate action to deal with the matters that led to the suspension. We are satisfied that the identified risk

of harm to children has been removed. 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](#).