

Complaint about childcare provision

Ref: EY365018/6316808

Date: 9 July 2026

Summary of outcome

All early year's 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 February 2026, we received concerns that the provider was not meeting requirements relating to, suitable people, staff: child ratios, safety of premises, sleeping arrangements and risk assessment.

On 28 April 2026, we carried out a regulatory visit. We suspended the provider's registration on 28 April 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.

We found the provider was committing an offence as they were operating without the correct registration. They were working with six assistants; some of whom were not known to Ofsted and did not have appropriate suitability checks completed on them. This type of registration is Childcare on Domestic premises. The provider is registered as a childminder. Furthermore, the provider had failed to notify us of some of the assistants which is also an offence.

We also 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 14 May 2026:

- supply information to Ofsted to allow checks to be completed on assistants to verify their suitability
- ensure any assistants whose suitability has not been verified by Ofsted are not included in the staff: child ratios

- ensure any assistants whose suitability has not been verified by Ofsted do not have unsupervised contact with children
- ensure you consistently implement robust recruitment procedures, including obtaining references for any new assistants to ensure their suitability for their roles and responsibilities
- ensure you adhere to the indoor space requirements which should be based on useable areas of the rooms only
- ensure staff: child ratios are maintained at all times
- implement safe sleep practises by ensuring babies and children are placed to sleep in line with the latest government guidelines
- ensure that children are adequately supervised, especially whilst eating
- take all reasonable steps to ensure that children in your care are not exposed to risks by implementing effective risk assessment and take action to remove any identified risks
- ensure you take all reasonable steps to prevent unauthorised persons entering the premises
- ensure records are easily accessible and available at all times
- ensure you implement an effective key-person system so that each child is assigned a key person that can meet their individual needs

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

The provider is still registered with Ofsted.

On 21 May 2026 we visited the provider and found that they had responded to the actions set in the welfare requirements notice. We found the provider had ensured that relevant information is shared with Ofsted, to allow suitability checks for people employed to work with children, to be undertaken. We found that the provider had improved their knowledge and understanding of safer recruitment procedures and now fully understands their responsibilities. They had also improved processes to ensure ongoing staff suitability. The provider had reviewed risk assessments and improved staff understanding of how to identify risks to children, to ensure these are removed or minimised. The provider had reviewed procedures to prevent unauthorised entry of visitors to the setting. They had developed their understanding of staff: to child ratios and indoor space requirements to promote children's ongoing safety and wellbeing. The provider and her assistants had undertaken

appropriate training to develop their knowledge and understanding of safer sleeping and eating arrangements for babies and children. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 22 May 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. The provider had implemented changes to ensure she would be working within the requirements of her registration. We are satisfied that the identified risk of harm to children has been removed. The provider is still registered with Ofsted.

On 7 July 2026, we carried out an inspection and found the provider was not meeting some of the requirements. The report card and inspection outcome will be published in due course.

We suspended the provider's registration on 7 July 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.

Following the inspection, we were due to serve a welfare requirements notice. However, on 14 July 2026, the provider notified us of their wish to resign their registration. They were still suspended at the time due to ongoing enforcement action. We accepted their resignation and this will be processed in due course.

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](#).