

Complaint about childcare provision

Ref: EY380147/6226011

Date: 17 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 7 November 2025, we received concerns that the provider was not meeting requirements relating to indoor space, staff:child ratios and risk assessment.

On 27 January 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 17 February 2026:

- make sure that records of attendance for staff and children are accurately recorded to ensure the safe and efficient management of the setting
- ensure the space available for minding is arranged to enable children the space to play safely at all times
- make sure that Ofsted are provided with the required information to enable the necessary background checks to be completed to determine each person's suitability to work on the premises
- make sure that the arrangements for sleeping children are in line with the latest government safety guidance
- ensure that the arrangements for handwashing and drying are appropriate to prevent the risks of cross infection.

On 18 February 2026, the provider responded to the actions set. We found that the provider had improved their records of attendance for staff, created additional space to enable children space to play and be cared for safely. The childminder has improved her knowledge and understanding of who must be added to the registration and to provide Ofsted with the required information to assess their suitability. The childminder has appropriate arrangements in place to keep sleeping children safe and suitable equipment to prevent the

spread of infection during hand washing. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).