

Complaint about childcare provision

Ref: EY417105/6243945

Date: 25 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 calls into question the suitability of the childminder and their ability to be open and honest with Ofsted as the regulator.

On 29 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 5 February 2026:

- ensure staff: child ratios are met at all times and these arrangements meet the needs of all children
- ensure only those who have had their suitability confirmed by Ofsted are included in the child: staff ratios
- raise knowledge and understanding of safe recruitment and ensure any person who may have regular contact with children is suitable
- ensure children have suitable places to sleep and ensure safe sleeping routines are consistently followed to ensure children's safety
- ensure accurate daily records are kept, including the record of the children being cared for on the premises and their hours of attendance
- ensure records are easily accessible and available.

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

On 29 January 2026, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

Additionally, during the visit on 29 January 2026 we suspended the provider's registration because we believe children may be at risk of harm in relation to the actions set above. 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 6 February 2026, we found the provider had met some of the safeguarding and welfare actions but not others. We found the provider had improved their knowledge and understanding of staff: child ratios and has put plans in place to ensure they meet staff: child ratios at all times. For example, they will be restricting the number of children attending until a new assistant is in place. The provider now understands only those who have had their suitability confirmed by Ofsted are included in the child: staff ratios.

Additionally, during the visit on 6 February 2026, we found a new area of concern.

We have served another 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 12 February 2026:

- raise knowledge and understanding of safe recruitment and ensure any person who may have regular contact with children is suitable
- raise knowledge and understanding of how to obtain references for assistants ensure these are obtained before they are recruited
- ensure children have suitable places to sleep and ensure safe sleeping routines are consistently followed to ensure children's safety
- ensure accurate daily records are kept, including the record of the children being cared for on the premises and their hours of attendance
- ensure records are easily accessible and available.

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

On 16 February 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of safe recruitment and how to obtain references. They had obtained sleeping mats that are suitable for the age range of children

that will be using them and improved their knowledge and understanding of the safe sleep guidelines. The provider has developed new systems to keep accurate records of the children being cared for and had reorganised their records to ensure these are now easily accessible. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 25 February 2026, we suspended the provider's registration in relation to the childminder's ongoing suitability. 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 took steps to cancel the provider's registration. The provider did not object to our intention to cancel her registration. She did not appeal to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal to our subsequent decision to cancel her registration. The provider's registration is therefore cancelled, and she is no longer registered to provide childcare.

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](#).