

Complaint about childcare provision

Ref: EY429049/6401207

Date: 3 July 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 21 May 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios and suitable people.

On 23 June 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration the same day, 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 have also 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 July 2026:

- provide Ofsted with information regarding new assistants so that suitability checks can be completed before they are counted in ratios
- take action to ensure assistants who have not had their suitability cleared do not have unsupervised access to children
- ensure you do not use assistants under the age of 17 in ratios or leave them unattended with children

- maintain the required staff to child ratios at all times
- keep an accurate daily record of the names of the children being cared for and their hours of attendance
- ensure that safer sleep guidance is understood and followed with particular regard to checking children to ensure they are safe and using appropriate equipment and bedding
- ensure you have a clear understanding of the roles and responsibilities within the childminding registration with particular regard to ongoing suitability

On 20 July 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 raised.

We found that the provider had notified Ofsted of all assistants and implemented procedures to ensure children are not exposed to adults whose suitability has not been confirmed. She has taken appropriate action to maintain required staff-to-child ratios, established systems for recording children's attendance, and completed training to promote children's safety while sleeping. In addition, she has worked closely with external agencies to strengthen her understanding of her roles and responsibilities as a childminder. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 20 July 2026, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

Additionally, during the regulatory visit on 20 July 2026, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, on 20 July 2026, 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 4 September 2026:

- take action to ensure you attend designated safeguarding lead training in a timely manner and keep your knowledge up to date as appropriate
- ensure all assistants receive a thorough induction and have access to ongoing training and development opportunities so they can fully understand their roles and responsibilities
- put processes into place to enable you to effectively monitor the ongoing suitability of assistants.

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

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](#).