

Complaint about childcare provision

Ref: EY466950/6267457

Date: 1 April 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 12 and 13 January 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safety on outings, risk assessment, information about the childminder.

On 12 January 2026, the provider notified us about matters relating to concerns about children's safety and welfare, safety on outings, risk assessment, information about the childminder. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of two occasions where children were transported unsafely in a vehicle.

On 15 January 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has reflected on her practice to ensure that she always transports children in a vehicle safely. She has updated the late collection and contingency plan, transport policy and transport risk assessment.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 10 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, outings and risk assessment.

We suspended the provider's registration on 4 March 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.

On 17 March 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 31 March 2026:

consider potential risks or hazards for children, particularly when transporting them to and from school and identify the steps to be taken to remove, minimise, and manage those risks and hazards

use risk assessment to identify how you will keep children safe during outings and make sure that you consider specific, actionable strategies designed to mitigate the impact of any risks if they materialise.

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

On 1 April 2026, the provider responded to the actions set. We found that the provider had improved their risk assessment procedures to identify how they will keep children safe during outings. Also, to make sure that they consider specific, actionable strategies designed to mitigate the impact of any risks to children if they materialise. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 10 April 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. 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](#).