Complaint about childcare provision

Ref: EY494687/6266625

Date: 28 January 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 January 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, health and information and record keeping.

On 16 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 9 February 2026:

- ensure the premises is fit for purpose and safe for children, and staff, at all times
- ensure effective risk assessment procedures are in place to swiftly identify and rectify any hazards
- ensure staff are deployed effectively to meet the needs of all children
- ensure safeguarding policies and procedures are effectively implemented to help keep children safe
- ensure there is a separate baby room for children under the age of two and that a suitable, safe space is provided to facilitate their need for sleep
- ensure a daily record of children's hours of attendance is maintained
- ensure there are appropriate whistleblowing procedures in place for staff to raise concerns about poor or unsafe practice
- ensure there are suitable hygienic changing facilities for changing any children who are in nappies.

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

We suspended the provider's registration on 16 January 2026 because we believed 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 11 February 2026, we carried out a regulatory visit. We found that the provider had eliminated any risk of harm to children, removed any hazards and ensured the premises is safe and fit for purpose. The provider has strengthened the procedures in place for risk assessment and safeguarding. There is now a separate, appropriate space for children under the age of two, and a space to facilitate safe sleep. Nappy changing facilities are now suitable and hygienic. The provider and her staff team now demonstrate a robust understanding of risk assessment, effective deployment and their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 11 February 2026, we lifted the suspension because the provider took appropriate action to deal with the matters 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.