

## **Complaint about childcare provision**

EY488377/C348079

**Date:** 23/07/2018

### **Summary of complaint**

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](http://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 22 May 2018, we received concerns that this provider was not meeting some of these requirements.

We suspended the provider's registration 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. We liaised with other lead agencies.

On 19 June 2018 we interviewed the provider to assess whether the provider was meeting the requirements. We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

We served the provider with 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. The provider is still registered with Ofsted.

Action needed by 25 July 2018:

make sure that all staff manage children's behaviour in an appropriate way and always handle children safely

ensure smoking is not allowed on the premises when children are present or

about to be present

ensure the staffing ratios are met at all times to support children's safety and welfare in the setting

Action needed by 4 September 2018:

ensure all staff have a full understanding of safeguarding children and how to implement the safeguarding policy including safe use of mobile phones and cameras

ensure the staffing ratios are met at all times to support children's safety and welfare in the setting

ensure that staff receive effective supervision that enables them to develop the skills they need to fulfil their roles and meet children's needs

ensure staff are able to meet children's individual needs and interact with children to consistently support their learning and development

### **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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)