

Complaint about childcare provision

Ref: EY216890/C338772

Date: 29 March 2018

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 7 February 2018 we received concerns that this provider was not meeting some of these requirements.

On 13 February 2018 the provider admitted that they failed to notify Ofsted of an allegation made against a member of staff as soon as was reasonably practicable. The provider did not have a reasonable excuse. This is an offence. We served the provider with a formal warning letter on 14 February 2018. We may take this into account if the provider commits an offence again when making a decision on whether to prosecute.

On 16 February 2018 we suspended the provider's registration. The suspension is for an initial period of six weeks from Friday 16 February 2018 to Thursday 29 March 2018. The purpose of the suspension is to allow time to investigate our belief that children may be exposed to a risk of harm and for any necessary steps to be taken to eliminate or reduce the risk of harm.

We lifted the suspension on 27 March 2018 because we believed at this time that the provider had acted appropriately to eliminate the previously identified risk to children. Ofsted continued to closely monitor the provision over the next five months. We were satisfied that the provider had taken appropriate action to address the weaknesses in practice within the setting, including aspects of leadership and management. The provider demonstrated that revision of procedures and subsequent improvements made had been cascaded to all staff through training and would continue to be reviewed more rigorously in the future through ongoing professional development and supervision processes. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).

