

Complaint about childcare provision

Ref: EY357233/4218274

Date: 16 May 2019

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 2 May 2019, 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 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. The provider is still registered with Ofsted.

Actions needed by the 20 of May 2019

maintain correct adult-to-child ratios at all times, including when an assistant is left in sole charge of the children, to make sure their needs are met

ensure children are adequately supervised at all times and always within sight or hearing

ensure the non-smoking policy is consistently implemented so that there is no smoking on the premises when children are present or about to be present

demonstrate that the premises and equipment are organised in a way that meets the needs of children, with particular regard to meeting the indoor space requirements

ensure robust risk assessments are carried out that clearly identify hazards in the environment and take all necessary steps to remove these, particularly in relation to storage of alcohol and cigarettes

ensure records required for the safe management of the setting are in place, easily

accessible and available for inspection, including the record of children's attendance.

On 21 May 2019, we conducted an unannounced visit to the provider. 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.

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](#).