

## **Complaint about childcare provision**

Ref: EY426457/4328582

Date: 7 October 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](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 2 September 2019, we received concerns regarding safeguarding practice, hygiene, and meeting children's needs. We carried out an unannounced inspection on 10 September 2019 to see whether the provider was meeting the requirements specifically relating to; child protection, health and key persons. During the inspection we found that this provider was not meeting these requirements and that other weaknesses were evident. We found that not all of the 'Statutory framework for the early years foundation stage' requirements were being met. On 11 September 2019 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 carried out a monitoring visit on 2 October 2019. 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. However, the provider does not demonstrate the capacity to sustain improvements. We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take this step. The provider will be able to give parents further information about this. The provider remains 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](#).