

Complaint about childcare provision

Ref: EY395966/4351664

Date: 17 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 7 October 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 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:

ensure there are sufficient staff with a current paediatric first-aid qualification who are able to be deployed swiftly in an emergency and competent to administer first-aid treatment, by 18 October 2019

make sure an effective risk assessment is in place, in particular ensuring trailing wires are out of reach, by 18 October 2019

implement a robust safeguarding policy, specifically relating to the use of cameras at the

setting, by 18 October 2019

We conducted an announced visit to the provider and found that they had taken sufficient action to meet the welfare requirements notice. Furthermore, 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 the threshold for suspension is no longer met.

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](#).