

## **Complaint about childcare provision**

Ref: EY546118/4471853

Date: 20 April 2020

### **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 a provider is not meeting the requirements, we can take action to ensure they put matters right. On 6 March 2020 we received concerns that this provider was not meeting some of these requirements. We suspended the provider's registration because we believed children were at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. We also served a welfare requirement 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 required by 18 March 2020;

ensure the premises are safe, clean and provide clear spaces for children to play, learn and rest

take all reasonable steps to ensure children are not exposed to risks. Demonstrate how risk assessments will help to ensure the environment is checked and risks to children are removed or minimised to keep them safe.

We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that there is now no risk of harm to children as a result of this matter. 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](#).

