

## **Complaint about childcare provision**

Ref: EY279257/4517260

Date: 16 June 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 that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 1 June 2020 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 issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

#### **Actions needed**

ensure that any first aid procedures include immediate contact with emergency services in the event of a serious accident/injury to a child in your care by 19 June 2020

notify local child protection agencies of any serious accident or injury of any child while in your care by 19 June 2020

ensure that you comply with the requirements of health and safety legislation when there is a serious accident by 19 June 2020

improve the detail of records, specifically accident records, to include full details to ensure the safe and efficient management of the setting, and to help ensure the needs of children are met by 19 June 2020.

### **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](#).