

## **Complaint about childcare provision**

Ref: EY562760/4605133

Date: 28 October 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 20 October 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 or for concerns to be investigated. On 26 October 2020, we lifted the suspension because we are satisfied that there is now no risk of harm to children. We have served a welfare requirement notice to improve. This notice requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action required by the 11 November 2020:

make sure that your knowledge and understanding and that of your assistants is kept up to date and takes into account child protection legislation, and government initiatives to keep children, and their families safe, including the 'Prevent' duty guidance and that you and your assistants recognise how to identify and respond to possible signs of abuse and neglect

ensure all staff receive induction training and have effective support, supervision and coaching to help them understand and fulfil their roles and responsibilities

improve knowledge, understanding and accuracy of the information that needs to be notified to Ofsted.

On 12 November 2020, we conducted an unannounced regulatory call and found that the provider had taken appropriate action to meet the actions raised.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).