

Complaint about childcare provision

Ref: EY241101/4834039

Date: 20 July 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 8 July 2021, we received concerns that the provider was not meeting some of these requirements. On 12 July 2021, we carried out a regulatory telephone call. 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. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 14 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 by 27 July 2021:

- implement an effective risk assessment, paying particular attention to the garden and bathroom areas to ensure potential risks are minimised or removed
- ensure the premises and equipment are safe and appropriate for children's specific needs and abilities, including the necessary equipment for meeting their care and feeding requirements
- apply effective procedures to support children with special educational needs and/or disabilities
- gain a secure knowledge and understanding of how to meet the specific needs of children

in your care and keep them safe.

On 28 July 2021, we conducted an unannounced visit. We found that the provider had taken the appropriate action to meet the welfare requirements notice. Risk assessments were effective, including the garden and bathroom areas to keep children safe. The provider made sure the premises and equipment were safe and relevant for children's individual needs. She attended training and sought guidance to know how to effectively support children with special educational needs and/or disabilities and meet their specific requirements.

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 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 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](#).