

## **Complaint about childcare provision**

Ref: EY489111/4877313

Date: 10 September 2021

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 25 August 2021, 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 also 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 3 September 2021:

- Demonstrate that you have appropriate fire detection and control equipment, which are suitable and in good working order.
- Ensure children's safety by identifying and minimising risks and hazards in all areas of the premises.
- Ensure the premises, including the bathrooms, are fit for purpose and suitable for children and comply with health and safety legislation.
- Implement effective procedures for administering medication to children, and this must include making sure medication is safe and not out of date.

On 9 September 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised, and to ensure

they were complying with the suspension.

We are satisfied the provider has met the safeguarding and welfare actions raised.

We have now lifted the suspension because the provider took appropriate action to deal with the matters 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](#).