

Complaint about childcare provision

Ref: EY446457/4897011

Date: 27 October 2021

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 28 September 2021 and 19 October 2021, we carried out regulatory visits. 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. The provider is still registered with Ofsted.

Actions needed by 11 November 2021:

- ensure you are keeping an accurate attendance record of children to include arrival and departure times of all children
- consider how you are you meeting the needs of all children when applying the exception rule to ratios, in particular ensuring that you have appropriately risk assessed any periods of time when you leave the premises.

We will monitor the provider's response to ensure the actions are successfully completed.

We suspended the provider's registration on 17 September 2021 because we believe

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 27 October 2021 we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

On 15 November 2021, we carried out a regulatory visit. We found that the provider had improved their record keeping procedures in relation to children's attendance. We also found that the provider had implemented additional measures to ensure they are meeting individual children's needs in line with ratio requirements.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).