

Complaint about childcare provision

Ref: EY428634/4992962

Date: 10 January 2022

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 5 January 2022, we carried out a regulatory telephone call and found the provider was not meeting some of these 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 19 January 2022:

- ensure all staff are trained to understand the safeguarding policy and procedure including when and how to report concerns should they suspect a child is at risk of harm
- ensure induction training is offered to all staff to ensure they are fully aware of, and understand, their roles and what is expected of them to ensure the needs of children are consistently met, particularly in terms of safeguarding children and child protection
- ensure the safeguarding policy is in line with the guidance and procedures of the relevant local safeguarding partnerships (LSP).

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

We suspended the provider's registration on 16 December 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.

Prior to being able to monitor the completion of the actions raised in the welfare requirements notice, the provider resigned their registration.

The provider is no longer 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](#).