

Complaint about childcare provision

Ref: EY471293/4994885

Date: 7 April 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 18 February 2022, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

Following the inspection, we suspended the provider's registration because we believed that 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 had a right to appeal against the 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 7 March 2022, we also served a welfare requirements notice. This is a legal notice that requires the provider to take the safeguarding and welfare actions set out in the report. The provider will be able to give parents further information about this.

On 31 March 2022, we carried out a regulatory visit to monitor compliance with the welfare requirements notice. We found that the provider and manager had attended relevant training and improved their knowledge and understanding of child protection matters. They had put relevant measures in place to extend training to staff. The provider had completed appropriate paediatric first-aid training and booked additional training for the manager to complete within a very short timescale. These actions helped the provider to demonstrate that sufficient action had been taken to ensure that children are kept safe and are not exposed to a risk of harm. The provider had considered additional measures to ensure that children are supported to practise good hygiene. She was working with other agencies to advise on this, to help prevent the spread of infection. Finally, the provider had reflected on the organisation of the activities for children and ways to support children to understand what is expected, to help them learn how to behave in safe ways.

We are satisfied the provider has met the safeguarding and welfare actions raised and we have lifted the suspension. We will consider the action taken to improve the quality of

education at the re-inspection. 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](#).