

Complaint about childcare provision

Ref: EY350303/5112839

Date: 30 March 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 15 March 2022, we received concerns that the provider was not meeting some of these requirements. On 16 February 2022, 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.

On 23 March 2022, we lifted the suspension because we were satisfied that the identified risk of harm to children had been removed. However, we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 6 April 2022:

- ensure that children are adequately supervised at all times and that they are always within sight or hearing
- improve the arrangements for sleeping children to ensure their welfare and individual needs are fully met
- ensure that no adult whose suitability has not been checked, is able to have unsupervised contact with children
- ensure the required adult-to-child ratios are adhered to at all times and,
- ensure that each child's care is tailored to meet their individual needs, with particular

regard to children with special educational needs and/or disabilities.

On 6 April 2022, we carried out an unannounced visit to monitor the welfare requirements notice. 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](#).