

## **Complaint about childcare provision**

Ref: 2520685/5086352

Date: 8 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](http://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 14 February 2022, we received concerns that the provider was not meeting some of these requirements. We suspended the provider's registration on 15 February 2022 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 liaised with involved outside agencies and carried out a regulatory visit. We lifted the suspension on 7 March 2022 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. However, 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 1 April 2022:

- demonstrate that you are able to manage children's behaviour in appropriate ways, so that their well-being is not adversely affected. This is with particular regard to children who demonstrate feeding issues, such as holding/pocketing food in their mouths
  
- take action to improve safeguarding knowledge and gain an understanding of the roles of professionals, such as the local authority designated officer (LADO)
  
- ensure an effective two-way flow of information with parents/carers that keeps them informed and meets children's needs.

On 7 April 2022, we carried out an unannounced inspection 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](#).