

Complaint about childcare provision

Ref: 2515574/5123503

Date: 25 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.

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

On 30 March 2022, we received concerns that the provider was not meeting some of these requirements. On the same day, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served 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 8 April 2022:

- improve the safeguarding policy to ensure it contains procedures related to the use of mobile phones and cameras within the setting.
- train all staff to understand the safeguarding policy and procedures, in particular the use of mobile phones.
- ensure there is a named deputy who is capable of taking charge in the manager's absence.
- take all reasonable steps to ensure staff and children in their care are not exposed to risks.

On 20 April 2022, we found that the provider had not met the actions in the welfare requirements notice.

We suspended the provider's registration on 20 April 2022 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 16 May 2022, 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. The provider will be able to give parents further information about this. 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](#).