

Complaint about childcare provision

Ref: 2519685/5231334

Date: 8 September 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 14 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 1 September 2022, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course.

We suspended the provider's registration on 2 September 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.

To address the breaches of requirements, 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. The provider will be able to give parents further information about this.

Actions needed by 19 September 2022:

- improve leaders' knowledge of safeguarding to enable them to put in place effective processes and procedures to keep children safe
- develop leaders' knowledge of how to assess the ongoing suitability of staff to ensure that all staff are suitable to work with children.

On 8 September 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

We found that the provider had taken action to improve leaders' knowledge and understanding of safeguarding procedures. The provider also demonstrated that they recognise the importance of checking the ongoing suitability of staff and had improved

vetting arrangements. The provider now fully understands their responsibilities, including to ensure that the policies and procedures are implemented consistently and effectively to safeguard children.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 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](#).