

Complaint about childcare provision

Ref: 2629088/5210806

Date: 29 November 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 July 2022, 26 July 2022, 1 September, 5 September 2022 and 21 October 2022, we received concerns that the provider was not meeting some of these requirements. We carried out regulatory visits on 26 July 2022, 7 September 2022, 3 October 2022, 3 November 2022 and 25 November 2022. We carried out a regulatory telephone call on 8 August 2022.

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.

We found the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider had failed to follow their local safeguarding partnership procedures or notify Ofsted of an allegation that had been made against a person working with children. The provider subsequently improved their knowledge and understanding of the correct safeguarding procedures to be followed in the event of an allegation. We found that the provider had not offered children a balanced, healthy diet and has subsequently provided staff training to address this.

We have also issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. Actions needed by 2 December 2022:

- ensure records, including emails accounts, are held securely and only accessible and available to those who have a right or a professional need to see them.

On 1 December 2022, the provider notified us of their wish to resign their registration. Consequently, we did not monitor their compliance with the above action. Although the threshold for suspension remained in place, the suspension was lifted in order to enable the

provider to resign their resignation. They are no longer a registered childcare provider.

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](#).