

## **Complaint about childcare provision**

Ref: 2546460/5289170

Date: 24 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](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 28 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 November 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

We suspended the provider's registration on 18 November 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 have served 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 2 December 2022:

- ensure children are not left unsupervised with people whose suitability has not been checked
- improve your knowledge and understanding of the safeguarding and welfare requirements, in particular, your understanding of when children may be at risk of harm.

On 2 December 2022, we visited the provider to monitor their compliance with the notice of suspension. We found the provider was not operating their provision, as required.

On 7 December 2022, we carried out a further monitoring visit. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 7 December 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 remains 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](#).