

Complaint about childcare provision

Ref: EY310404/5300599

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 9 November 2022, we received concerns about the provider. On 14 November 2022 we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

The report and inspection outcome will be published in due course. Following the inspection 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 due by 22 November 2022

- ensure the process about managing allegations made against staff is implemented effectively and in the required timescales, so that concerns are addressed objectively and swiftly
- ensure the designated officer for safeguarding has up-to-date knowledge and is able to provide suitable ongoing support and guidance to all staff
- ensure the systems in place rigorously and regularly monitor staff ongoing suitability
- ensure staff fully understand their roles and responsibility, with particular reference to safeguarding requirements
- review the organisation of routines to ensure staff offer a quality learning experience for children, particularly during transitional times of the day.

We suspended the provider's registration on 15 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.

On 23 November 2022 we conducted a regulatory visit to monitor the actions set. We found that staff had received training and improved their safeguarding knowledge. They understand their responsibility to implement safeguarding procedures swiftly. The committee have put in place detailed procedures to monitor the suitability of individuals who work with children. Additionally, staff have reviewed the routines to support children better.

On 25 November 2022, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and that they had taken sufficient action to meet the welfare requirements notice. We are satisfied that the identified risk of harm to children has been removed.

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](#).