

Complaint about childcare provision

Ref: EY288667/5396397

Date: 20 March 2023

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 13 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration on 15 March 2023 because we believed 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 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 20 March 2023:

- ensure risks are identified and removed, including those posed by children's access to pets and chemicals
- ensure that the premises and equipment are organised in a way that meets the needs of all children, ensuring there is sufficient space for the number of children being cared for at any one time
- ensure that a record of the days and times that children attend is maintained.

On 23 March 2023, 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 our last visit. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider has improved her risk assessment and has removed risks accessible to children, she has taken action to provide children with more space and she has developed methods to record children's attendance.

We lifted the suspension because the provider has taken 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](#).