

Complaint about childcare provision

Ref: EY277070/5214970

Date: 19 June 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 21 July 2022, we received concerns that this provider was not meeting some of these requirements. On 26 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the 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 27 July 2022:

- take all reasonable steps to ensure the premises are safe and secure and that children are not exposed to risks
- ensure that the premises and equipment are suitable and promote children's good health and hygiene

Actions needed by 30 August 2022:

- ensure that staff have an up-to-date knowledge of child protection issues and can respond in an appropriate way
- ensure that staff are alert to any issues of concern in a child's life at home or elsewhere
- ensure that records are appropriately maintained, with sufficient detail, to support information sharing with other professionals and to help ensure the needs of all children are met

On 28 July 2022, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the two actions due by 27 July 2022. The provider had reduced all risks and hazards to children indoors and outdoors. The provider had taken appropriate steps to ensure the premises are clean and hygienic.

On 2 September 2022, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the three actions due by 30 August 2022. The provider has

ensured staff have an up-to-date knowledge of child protection and can recognise and manage concerns, including those that happen at home or elsewhere. New procedures have been developed to ensure sufficient information is gathered, recorded and shared with other professionals.

On 7 June 2023, we received concerns that the provider was not meeting one of the requirements. On 13 June 2023 we suspended the provider's registration 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. The provider will be able to give parents further information about this.

On 16 June 2023, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension.

We are taking steps to cancel the provider's registration. On 11 April 2023, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal. On 16 June 2023, the provider closed this setting.

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](#).