

Complaint about childcare provision

Ref: EY559584/5459831

Date: 17 October 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 7 June 2023, we received concerns that the provider was not meeting some of these requirements.

We suspended the provider's registration on 7 June 2023 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 10 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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. The provider is still registered with Ofsted.

Actions needed by 28 July 2023:

- ensure that you understand all matters and changes that must be notified to Ofsted and the timeframe for making required notifications
- ensure that you understand how to manage children's behaviour in an appropriate way
- ensure that you fully understand your role as a key person, with specific regard to having professional relationships with children and their families.

We will monitor the provider's response to ensure the actions are successfully completed.

On 2 August 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 their last visit.

We found that the provider had improved their knowledge and understanding of matters that must be notified to Ofsted. They have undertaken training to improve their understanding of how to manage children's behaviour in an appropriate way. The provider demonstrated an improved understanding about their role as a key person and how to maintain professional relationships with children and their families.

We are satisfied the provider has met the safeguarding and welfare actions raised.

Additionally, during the regulatory visit on 2 August 2023, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, on 2 August 2023 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. The provider is still registered with Ofsted.

Action needed by 15 August 2023:

- improve knowledge of local child protection procedures and the roles of our safeguarding partners to report to when concerns arise about the welfare of a child, including concerns about the adults working with children.

We will monitor the provider's response to ensure the action is successfully completed.

On 18 August 2023, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare action raised at their last visit.

We found that the provider had improved their knowledge and understanding of child protection procedures and the roles of the local safeguarding partners.

We are satisfied the provider has met the safeguarding and welfare action raised. The provider is still registered with Ofsted.

On 21 August 2023, 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.

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](#).