

Complaint about childcare provision

Ref: 301397/5495073

Date: 18 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 21 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 July 2023, we received additional concerns from other agencies. 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.

On 6 October 2023, we carried out a regulatory visit. Following discussions with the provider, we lifted the suspension because we were satisfied that the identified risk of harm to children had been removed. However, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found the provider was not meeting some requirements.

We have served a welfare requirement 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 10 November 2023:

- attend a child protection training course that enables you to identify, understand and respond appropriately to signs of possible abuse and neglect
- ensure you understand your safeguarding policy and procedures.

On 15 November 2023, we carried out a regulatory visit. The focus of the visit was to check the provider had met the safeguarding and welfare actions raised at the previous visit. We found the provider had responded to the actions set.

The provider had improved their knowledge of the signs of possible abuse and neglect. Additionally, the provider had improved their understanding of child protection procedures and now understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).