

Complaint about childcare provision

Ref: 2497012/5518130

Date: 14 September 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 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 08 September 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 26 September 2023:

- obtain public liability insurance to cover all premises from which childcare is provided
- improve all staff's knowledge and understanding of how to identify, record and report signs of potential abuse and ensure records can be shared with inspectors upon request
- ensure risk assessments are implemented and all areas that are accessible to children are safe and suitable.

On 29 September 2023, we carried out an inspection and monitoring visit. We found that the provider was not meeting some of the requirements.

At the inspection we served a welfare requirements notice on 29 September 2023. 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 16 October 2023:

- improve the designated safeguarding leads' knowledge and understanding of the statutory guidance, 'working together to safeguard children,' to ensure all concerns are reported swiftly to relevant agencies.

We have been unable to monitor the welfare requirements notice. This is because we suspended the provider's registration on 09 October 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.

We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps.

The provider remains suspended.

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](#).