

Complaint about childcare provision

Ref: EY479293/5385368

Date: 1 February 2024

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 27 February 2023, the provider notified us of an allegation of serious harm or abuse by any person living, working or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). However, the provider failed to meet their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of this within 14 days.

On 2, 21 and 27 March 2023 and 13 October 2023, we received further concerns that the provider was not meeting some of these requirements.

We suspended the provider's registration on 13 March 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 6 December 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to try and improve their knowledge of procedures when allegations are made against staff.

We took steps to cancel the provider's registration on 20 December 2023. The provider did not object to this, so we have decided to proceed with cancellation. The provider has a right to appeal against this decision.

The provider will be able to give parents further information about this. 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](#).