

Complaint about childcare provision

Ref: 2711481/5668572

Date: 1 March 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 26 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 28 February 2024, 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 5 March 2024:

- ensure that the premises and resources are safe, hygienic and are suitable for children
- seek guidance from relevant agencies to ensure you comply and implement appropriate health and safety legislation and hygiene procedures in a timely manner to keep children safe
- improve the understanding and implementation effective risk assessments of all areas used by children and take steps to ensure children are not exposed to risk and are kept safe
- share relevant information with parents and carers, including that relevant to health and safety concerns to ensure the needs of all children are met.

We suspended the provider's registration on 28 February 2024 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 1 March 2024, before we were able to monitor the welfare requirement notice the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration. They are no longer a registered childcare provider.

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](#).