

Complaint about childcare provision

Ref: 101750/5741809

Date: 27 June 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 28 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 June 2024, we carried out a regulatory telephone call. 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.

Actions needed by 3 July 2024:

- ensure all designated safeguarding leads have a secure knowledge of how to manage allegations made against individuals appropriately and in line with local safeguarding partnerships

- ensure staff are effectively deployed at all times to enable the effective supervision of children

- ensure that procedures for assessing and minimising risk are understood by all staff to keep children safe

- ensure staff provide appropriate and consistent behaviour management strategies to support all children to understand expected behaviour rules

We suspended the provider's registration on 25 June 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 26 June 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](#).