

## **Complaint about childcare provision**

Ref: 2643680/5930980

Date: 10 March 2025

### **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](http://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 13, 17, 28 and 30 January 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, qualifications, training, support and skills, the safety and suitability of premises, environment and equipment, key person, information and record keeping and other legal duties.

On 3 February 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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. We also made a referral to environmental health due to concerns we had about the suitability of the premises.

Action needed by 7 February 2025:

- improve the understanding of effective risk assessment and take steps to ensure children are safe.

Additionally, during a regulatory telephone call on 6 February 2025, we found new areas of concern relating to complaints. We requested the provider submits the required information within a specific timescale.

On 13 February 2025 we carried out a regulatory visit to monitor the welfare requirement notice. We found that the provider had improved their risk assessment and had taken some action to reduce the risk to children. We were satisfied the provider had met the safeguarding and welfare actions raised.

On 18 February 2025 we served a further welfare requirements notice as the provider had failed to provide the information relating to complaints that was requested on 6 February 2025. The provider will be able to give parents further information about this.

Actions needed by 21 February 2025:

- make the records of complaints available to Ofsted upon request.

On 4 March 2025 we received the records of complaints from the provider. We are satisfied that the provider had met the safeguarding and welfare requirements raised.

On 5 March we received information from Environmental Health regarding the concerns we had identified relating to the suitability of the premises. We suspended the provider's registration on 6 March 2025 because we believed children may be at risk of harm. Suspension allowed time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider had a right to appeal against the suspension. In addition to this we served a further welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 13 March 2025:

- ensure that the facilities used to prepare and store food is hygienic and suitable for use
- ensure the premises are effectively risk assessed, fit for purpose and complies with health and safety legislation.

On 12 March 2025, we carried out a telephone regulatory call with the provider to monitor the welfare requirements notice. The provider had requested this call before the actions were due as they felt they were now meeting the requirements. We found the provider had changed lunch procedures so that food was no longer prepared on site. They have also taken action to ensure all areas of the premises that children have access to are fully risk assessed and suitable. We lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).