

Complaint about childcare provision

Ref: 149085/5365842

Date: 26 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 3 February 2023, we received concerns that the provider was not meeting some of these requirements.

We suspended the provider's registration on 8 February 2023, because we believed 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 13 February 2023, the provider appealed the decision to suspend registration to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal.

On 28 February 2023, 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 withdrew their appeal.

Following this we served a welfare requirements notice on 2 March 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. The provider is still registered with Ofsted.

Actions to be met by 24 March 2023

- implement an effective safeguarding policy and procedure that includes the actions to be taken when there are safeguarding concerns about a child
- implement a procedure that includes the steps to be taken for reporting any allegations 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
- ensure that records are maintained and information is shared with parents, carers and

other professionals to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met

- improve knowledge and understanding of changes to notify Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

On 27 March 2023, we monitored the welfare requirements notice through inspection.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).