

Complaint about childcare provision

Ref: 201256/5205913

Date: 25 August 2022

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 12 July 2022, the provider notified us of a safeguarding allegation. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations of serious harm or abuse.

We suspended the provider's registration on 12 July 2022 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.

On 11 August 2022, we lifted the suspension because the grounds for suspension no longer applied. We are satisfied that the identified risk of harm to children has been removed.

On 11 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take 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 19 August 2022:

- ensure that your safeguarding policy includes an explanation of the action to be taken in the event of an allegation being made against any adults who may have contact with children cared for
- improve your knowledge of safeguarding issues to respond in an appropriate way
- ensure that you notify agencies with statutory responsibilities without delay any concerns about children's safety or welfare.

On 19 August 2022, the provider responded to the actions set. We found that the provider had updated their safeguarding policy to include information about how any allegations made against adults would be managed. They had also taken action to improve their knowledge of safeguarding practice and procedures and now fully understands their

responsibilities.

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](#).