

Complaint about childcare provision

Ref: 322797/5894522

Date: 28 January 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 December 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Training, support and skills, Key person, Supporting and understanding children's behaviour, Risk assessment and Concerns about children's safety and welfare.

We suspended the provider's registration on 2 December 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 16 December 2024, the provider appealed the decision to suspend registration to an independent external tribunal. The suspension remained in place while the Health, Education and Social Care First-tier Tribunal heard the appeal. However, the provider subsequently withdrew their appeal, and the suspension remained in place.

On 18 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

On 2 January 2025, 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.

Actions needed by 23 January 2025:

- demonstrate how every child's care is tailored to meet their individual needs
- demonstrate knowledge of how to support, understand, and manage children's behaviour in an appropriate way
- demonstrate knowledge and understanding of the procedures to follow in the event of child protection concerns about any children in your care
- demonstrate that after accessing training, that you can identify, understand and respond appropriately to signs of possible abuse and neglect
- demonstrate how the needs of all children will be met at all times.

On 10 January 2025, we extended the suspension of the provider's registration.

On 22 January 2025, the provider responded in writing to the actions set and on 27 January 2025, the provider appealed the decision to extend the suspend registration to an independent external tribunal. The suspension remained in place while the Health, Education and Social Care First-tier Tribunal prepared to hear the appeal.

On 28 January 2025, we carried out a regulatory visit. We found that the provider had developed their knowledge and understanding of safeguarding matters. The provider had accessed training which helped to improve her knowledge of the possible signs of abuse and neglect. She also developed her awareness of where to report child protection concerns, to help keep children safe. The provider reflected on how she organises her provision to ensure that the needs of all children will be met at all times. She developed her understanding of how to meet children's individual care needs, in particular, how to support, understand, and manage children's behaviour in an appropriate way. The provider will be able to give parents further information about this.

On 28 January 2025, we lifted the suspension because the provider had taken appropriate action to meet the safeguarding and welfare actions raised and dealt 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](#).