

Complaint about childcare provision

Ref: EY253112/5549331

Date: 20 October 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 2 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 12 October 2023, 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.

Actions needed by 3 November 2023:

- improve knowledge and understanding of safeguarding and how to identify when a child may be at risk of harm
- ensure that you implement robust safeguarding procedures and report all concerns about a child's welfare to local safeguarding partners in a timely manner.

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

We suspended the provider's registration on 12 October 2023 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 25 October 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised. We found that the childminder had improved her knowledge and understanding of safeguarding. She had completed further training in safeguarding and child protection. The childminder is now able to identify when a child may be at risk of harm. She is aware of the procedures to follow in the event of any concerns about children. She understands that any referrals to the relevant agencies must be reported in a timely manner.

On 27 October 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 will be able to give parents further information about this. 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](#).