

Complaint about childcare provision

Ref: EY288541/5627741

Date: 7 February 2024

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 5 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 26 January 2024, the provider notified us of a significant event. 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 significant events.

On 1 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

We suspended the provider's registration on 1 February 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.

We also 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.

Actions needed by 15 February 2024

- take steps to ensure all risks to children's safety are identified, removed or minimised to ensure children are not exposed to risks at the premises or when on outings
- ensure that you have a secure knowledge of safeguarding to help identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way
- supply Ofsted with the necessary information about all household members so the appropriate suitability checks can be carried out
- ensure that no person smokes on the premises when children are, or will soon be, in attendance.

On 21 February 2024, and 6 March 2024 the provider responded to the actions set. We found that the provider had improved her knowledge and understanding of child protection procedures and now fully understands her responsibilities. The provider has supplied Ofsted with the relevant information in relation to all household members so the relevant checks can be carried out. An appropriate no smoking and vaping policy has been implemented. The provider has put in place suitable risk assessments to ensure that hazards to children's safety are identified, removed or minimised.

On 13 March 2024, 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](#).