

## **Complaint about childcare provision**

Ref: EY480014/C352507

Date: 29 October 2018

### **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](http://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 9 July 2018 we received concerns that this provider was not meeting some of these requirements. On 10 July 2018 we suspended the provider's registration 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. We liaised with the police and the designated person for safeguarding from the Local Authority, and their outcome was. We visited the provider to assess her ongoing suitability. On 12 September 2018 we lifted the suspension because the grounds for no longer applied.

Following the visit, we issued the following actions. The provider should take steps to improve by 26 September 2018. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### **Actions needed**

improve the daily risk assessment to ensure that all aspects of the environment that need to be checked on a regular basis are identified, and take steps to remove or minimise risks ensure all records are easily accessible and available for inspection, including those stored electronically.

We are satisfied with the action taken by the provider.

### **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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).