

Complaint about childcare provision

Ref: 2699619/5345366

Date: 25 January 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 10 January 2023, the provider notified us of a significant incident. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event. We also received concerns that the provider was not meeting some of these requirements.

We suspended the provider's registration on 10 January 2023 because we believed that children may be at risk of harm. The provider had a right of appeal against the suspension. The provider may not provide childcare for which registration is required while a suspension is in place and may commit an offence if they do so.

On 19 January 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. The provider will be able to give parents further information about this.

Actions needed by 30 January 2023:

- ensure that all reasonable steps are taken to identify and manage risks so that children are not exposed to unnecessary risks, with particular regard to supervision arrangements on outings
- demonstrate how staffing arrangements will be organised to ensure that children are within sight and/or hearing at all times
- ensure all staff receive an effective induction and ongoing training to ensure they are all aware of their roles and responsibilities to keep children safe.

On 31 January 2023, we carried out a visit to monitor compliance with the welfare requirements notice. During the visit, we found the provider had taken appropriate steps to keep children safe. The provider has improved risk assessments to ensure that children will be in sight and/or hearing at all times. The managers and staff have also undertaken additional training and they have refreshed their knowledge of the setting's policies and

procedures. We are satisfied with the action taken to ensure that children are no longer exposed to a risk of harm. As a result, we have lifted the suspension of the provider's registration. 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](#).