

Complaint about childcare provision

Ref: EY321415/5764883

Date: 4 July 2024

Summary of outcome

Outcome summary

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

On 3 July 2024, we carried out a regulatory visit. 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 12 July 2024:

- ensure areas of the premises used for childminding are fit for purpose, clean and hygienic, with particular regard to the play equipment, furniture, kitchen units and worktops
- ensure all areas inside and out are safe for children by identifying and minimising risk throughout the premises
- improve the supervision of children, including while they are eating, to monitor them adequately and prioritise their welfare

- ensure that adult:child ratios are met and that the individual needs of all children are met
- ensure the premises and equipment are organised in a way that meets the needs of the children giving them space indoors to play
- ensure that children's personal records are easily accessible and available and stored effectively to maintain confidentiality.

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

We suspended the provider's registration on 3 July 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.

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

On 16 July 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions with the end date of 12 July 2024, that were raised in the welfare requirements notice. We found the provider had taken sufficient measures to address these actions.

The provider has improved the safety of the premises indoors and outdoors to ensure they are clean, hygienic and fit for purpose. The provider has improved risk assessment to ensure all areas indoors and outdoors are safe for children. The provider has improved procedures for the effective supervision of children, including when they are eating. She has reduced the number of children cared for to ensure that adequate adult:child ratios adhered to at all times. The provider has reflected on and changed elements of the environment to better meet children's needs and maximise the space they have to play. Children's records are accessible and stored effectively to ensure confidentiality.

On 16 July 2024, we lifted the suspension because the provider took appropriate action to deal with the matters 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](#).