

Complaint about childcare provision

Ref: EY438758/4848183

Date: 13 August 2021

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 20 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 29 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 have 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. The provider is still registered with Ofsted.

Actions needed by 10 August 2021:

- ensure that the adult-to-child ratios, including when working with a named assistant, are met, and that children's safety and individual needs are assured at all times
- ensure adults caring for children are effectively deployed so that children are adequately supervised and are always within sight or hearing
- ensure the premises and equipment are organised in a way that gives children space to play safely and that meets the prescribed indoor space requirements
- take immediate action to ensure that all areas of the premises, including overall floor space and outdoor spaces, are fit for purpose, comply with fire safety requirements and are suitable and safe for the age of the children cared for
- implement robust risk assessments that clearly identify hazards in the environment and take all necessary steps to remove these, particularly in relation to hazards in the garden and kitchen area

- ensure required records are easily accessible and made available to Ofsted on request.

On 11 August 2021, we carried out a regulatory visit. We found the provider had met some of the safeguarding and welfare actions but not others. At the visit the provider was able to demonstrate their understanding of the adult-to-child ratios requirements and how they intend to meet these. They had ensured fire safety requirements were met and had taken steps to improve safety of the indoors premises. The provider ensures sufficient space for children to play and rest.

We found that the provider had not met the other actions in the welfare requirements notice.

Actions needed by: 27 August 2021

- take immediate action to ensure that all areas of the premises, particularly the outdoor spaces, are fit for purpose, and are suitable and safe for the age of the children cared for
- implement robust risk assessments that clearly identify hazards in the environment and take all necessary steps to remove these, particularly in relation to hazards in the garden, including children's access to areas that you define as out of bounds
- share information with Ofsted, as requested, with particular regard to details of all children who are on roll or who have recently left the setting.

On 6 September 2021, we carried out a regulatory visit. We found the provider had made improvements in the garden to ensure children's safety and that they were able to demonstrate they understood the requirement to maintain records and make information available to Ofsted on request. We are satisfied the provider has met the safeguarding and welfare actions raised.

We lifted the suspension as the provider had taken appropriate action and the risk of harm to children had 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](#).