

Complaint about childcare provision

Ref: EY481613/5194534

Date: 17 August 2022

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 27 June 2022, we received concerns that the provider was not meeting some of these requirements. As a result, we suspended the provider's registration on 28 June 2022 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. 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.

On 12 July 2022, we carried out a regulatory visit to monitor the providers compliance with the suspension. We found the provider was not meeting some of the requirements. We 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 05 August 2022:

- take immediate steps to ensure children are adequately supervised at all times and within sight or hearing at all times
- ensure children are only left in the care of registered assistants and that these persons hold appropriate paediatric first aid certificates
- demonstrate how you will obtain appropriate permission from parents to leave children in the sole care of registered assistants
- improve your knowledge and understanding of how to manage children's behaviour effectively, including how to handle children appropriately
- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the kitchen, downstairs toilet, garden and when on outings

- demonstrate how you will maintain information about each child, to include information about those who have parental responsibility for the child
- demonstrate how you will maintain an accurate daily record of the names of the children being cared for on the premises and their hours of attendance.

On 08 August 2022, we carried out a further monitoring visit and the provider responded to the actions set. We found that the provider now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 08 August 2022, 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](#).