

## **Complaint about childcare provision**

200617/C348685

**Date:** 12/06/2018

### **Summary of complaint**

'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 31 May 2018 we received concerns that this provider was not meeting some of these 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 issued 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 has failed to meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

#### Actions needed

implement effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children, are suitable by 15 June 2018

record information about staff qualifications and the identity checks and vetting processes that have been completed, including DBS records reference number the date obtained and who obtained by 15 June 2018

ensure that you do not allow people, whose suitability has not been checked to have unsupervised contact with children being cared for by 15 June 2018

ensure that all staff receive induction training to help them understand their roles and responsibilities by 15 June 2018

ensure that at least one person who has a current paediatric first aid certificate is on the premises at all times when children are present, and must accompany children on outings by 15 June 2018

comply with the requirement for adult; child ratios at all times to meet the needs of all children and ensure their safety by 15 June 2018  
ensure that staff arrangements meet the needs of all children and that children are adequately supervised to ensure their safety by 15 June 2018  
take all reasonable steps to ensure that children do not leave the premises unsupervised and to prevent unauthorised persons entering the premises by 15 June 2018

take reasonable steps to ensure that children are not exposed to risks and demonstrate how you are managing risks by 15 June 2018.

'We have now lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension and we are satisfied that there is now no risk of harm to children.

### **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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)