

Complaint about childcare provision

Ref: EY246639/4583040

Date: 6 October 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 22 September 2020, we received concerns that this provider was not meeting some of these requirements. On 1 October 2020 we conducted an unannounced visit to the setting.

We suspended the provider's registration 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.

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.

Actions needed:

ensure adults whose suitability has not been cleared/vetted are not left alone with children and responsible for their personal care needs, 19 October 2020

ensure vetting and recruitment systems are robust, in particular implementing the suitable person policy to help ensure that assistants are suitable and competent for their roles and responsibilities, 19 October 2020

respond and act swiftly to child protection concerns, including liaising with children's services and keeping accurate records to protect children from harm, 9 October 2020

improve knowledge and understanding of safeguarding, including child protection and allegations, 19 October 2020

implement an effective risk assessment, namely ensuring that knives, hot drinks, staff medication, barbeque and lighting gel are kept out of reach of children, and all hazards are made safe in the garden, 19 October 2020

maintain the required numbers of children registered to care for and when exceptions to ratios apply ensure their individual needs are met, 19 October 2020

make sure the premises and space available are adequate for the amount of children present and organised to in a way to meet their specific needs, including providing a suitable area for children to sleep or rest, 19 October 2020

implement good hygiene arrangements, in particular where children eat and nappy changing areas, and hand washing routines to support their physical health, 19 October 2020

take action to ensure that children are appropriately supervised at all times to help keep them safe and minimise behavioural issues, 19 October 2020

provide children with clear guidance and explanations to help children manage their behaviour, 19 October 2020

ensure all records are readily available for inspection, including assistants' suitability checks and qualifications, 19 October 2020.

On 20 October 2020, we conducted an unannounced visit to the provider. We found that they had taken the appropriate action to meet the welfare requirements notice. 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.

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](#).