

## **Complaint about childcare provision**

Ref: 223734/4551504

Date: 20 November 2020

### **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](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 5 August 2020, we received concerns that this provider was not meeting some of these requirements. On 7 August 2020 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 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 24 August 2020:

improve knowledge and understanding of how to carry out effective risk assessment to ensure that the premises and equipment are safe and suitable for the age of children cared for

ensure that risk assessment is effective so that all risks to children's safety and well-being are identified and action is taken in a timely manner to remove or minimise hazards

ensure that the premises are secure at all times to prevent children from leaving unsupervised or unauthorised persons entering the premises.

We carried out an announced visit on 25 August 2020. We found that the provider had not taken appropriate action to meet these requirements. We served a further Welfare Requirements Notice.

Actions needed by 16 September 2020:

improve knowledge and understanding of how to carry out effective risk assessment to ensure that the premises and equipment are safe and suitable for the age of children cared for

ensure that risk assessment is effective so that all risks to children's safety and well-being

are identified and action is taken in a timely manner to remove or minimise hazards.

We carried out a further monitoring visit on 17 September 2020. 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.

On 21 and 22 August 2020 we received further concerns that this provider was not meeting some of the requirements. We have served a Welfare Requirements Notice.

Actions needed by 12 October 2020:

improve knowledge and understanding of how to carry out effective risk assessment to ensure that children are not exposed to risks or hazards that may impact on their health and safety

ensure that risk assessment is effective so that all risks to children's safety and well-being are identified and action is taken in a timely manner to remove or minimise hazards

maintain a daily record of the names of children being cared for and their hours of attendance.

We carried out a monitoring visit on 13 October 2020. We found that the provider had maintained a daily record of the names of children being cared for and their hours of attendance. We found that the provider had improved her knowledge and understanding of risk assessment. Consequently, risk assessment was effective, and the provider had removed risks to children's safety.

Additionally, during the visit, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We served a Welfare Requirements Notice.

Actions needed by 30 October 2020:

implement an effective procedure to ensure the safe use of mobile phones and cameras.

We carried out a monitoring visit on 2 November 2020. We found that the childminder had considered procedures to ensure the safe use of mobile phones and cameras.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We served a Welfare Requirements Notice.

Actions needed by 8 December 2020:

improve knowledge and understanding of the procedures to follow to manage allegations of a safeguarding nature

improve knowledge and understanding of child protection procedures to ensure that signs of possible abuse and neglect are identified and responded to appropriately in line with local safeguarding procedures.

We completed a monitoring visit on 9 December 2020 and found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

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](#).