

Complaint about childcare provision

Ref: 2541673/4792095

Date: 24 May 2021

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 19 May 2021 we received concerns that the provider was not meeting some of these requirements. On 20 May 2021 we made an unannounced visit to the nursery. We found that the provider had failed to notify Ofsted of a change of manager, which is a requirement of their registration

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 by 8 June 2021

- improve risk assessment to identify any risks to children's safety and take steps to minimise or remove risks in a timely manner
- ensure that fire exit routes are free from obstructions and hazards, to ensure children's safety in the event of it being necessary to evacuate the premises
- ensure at least one person who has a current paediatric first-aid qualification is on the premises at all times when children are present
- provide appropriate support, supervision and training for staff to ensure they have sufficient knowledge and understanding in order to carry out their roles and

responsibilities effectively

- put effective key person arrangements in place to ensure that every child's care is tailored to meet their individual needs
- make sure there is a separate baby room available for children aged under two years
- ensure that the member of staff in charge and at least half of all staff working with children aged under two years have received training that specifically addresses the care of babies.

We monitored the provider's response and found that the provider has taken reasonable steps to meet all the actions raised in the welfare requirements notice. We have taken the decision to lift the suspension of the registration as the grounds for the suspension no longer apply.

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](#).