

Complaint about childcare provision

Ref: EY546096/4858183

Date: 2 September 2021

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 3 August 2021, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 12 August 2021, where breaches in requirements were identified. A child had been released to an individual who was not authorised to collect the child and adequate records relating accident and injuries was not maintained. Although it was not part of the original concern, we also found that staff deployment was ineffective and resulted in children not being adequately supervised to ensure their safety. We suspended the provider's registration as we believed children were at risk of harm. 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.

improve safeguarding procedures so that children are only released into the care of individuals who have been notified to you by the parent by 27 August 2021

maintain a written record of all accidents and injuries sustained by children by 27 August 2021

ensure that parents are informed of any accident or injury sustained by children on the same day, or as soon as reasonably practicable by 27 August 2021

improve the deployment of staff so that children are adequately supervised at all times to ensure their safety by 27 August 2021

ensure that there are enough staff present and available to work with children to meet their needs by 27 August 2021

maintain an accurate daily record of the names of children being cared for and their hours of attendance by 27 August 2021

ensure that there are a sufficient number of staff who hold a current paediatric first aid certificate on the premises and available at all times when children are present in order to respond to emergencies quickly by 27 August 2021

improve the knowledge and understanding of paediatric first aid trained staff so they are able to respond to accidents or injuries in an appropriate way that keeps children safe 27

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implement an effective complaint procedure so that any concerns raised by parents relating to the fulfilment of the EYFS requirements are investigated and responded to appropriately 27 August 2021.

A monitoring visit was carried out on 1 September 2021, where it was judged the provider has taken satisfactory action to meet the actions in the welfare requirements notice. We have now lifted the provider's suspension and they are free to resume childcare.

The provider will be able to give parents further information about this. 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](#).