

Complaint about childcare provision

Ref: EY542464/4829046

Date: 22 September 2021

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 1 July 2021, we received concerns that the provider was not meeting some of these requirements. We liaised with other agencies regarding the concerns and we also received a number of other concerns.

On 26 July 2021, following a review of all the information, we suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the circumstances to be investigated and for steps to be taken to reduce or eliminate the risk of harm. 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.

On 16 September 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 12 October 2021:

- ensure that the designated lead for safeguarding has sufficient knowledge and skills to identify, understand and respond appropriately to any safeguarding concerns, including allegations management and inappropriate behaviour by other members of staff, and has sufficient skills to give appropriate support, advice and guidance as required and in line with policies and procedures
- ensure that all staff have up to date knowledge and understanding of safeguarding, so they are alert to and can respond accordingly to any safeguarding concerns, including inappropriate behaviour displayed by other members of staff
- ensure procedures to identify risks to children within the setting are in place and demonstrate what steps will be taken to minimise risks and that the steps are understood and will be implemented by all staff

- put in place robust procedures that ensure all staff are suitable to fulfil the requirements of their roles.

On 13 October 2021, we carried out a further regulatory visit. We found the provider had met the actions set out in the welfare requirements notice. We found the designated safeguarding lead had received further training and support and now engages in regular supervision with the nominated individual. We also found that staff have received updated safeguarding training and risk assessments have been updated and shared with the staff team. Furthermore, we found that the nominated individual has increased her own knowledge of the statutory framework, safeguarding procedures and the legal responsibilities of her role.

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](#).