

Complaint about childcare provision

Ref: 109797/5042429

Date: 3 February 2022

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 19 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 25 January 2022, we carried out a regulatory visit to the provider. We found the provider was not meeting some of the requirements.

We suspended the provider's registration on 27 January 2022 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. The provider is still registered with Ofsted.

Actions needed by 10 February 2022:

- ensure full consideration is given to staffs ongoing suitability and the implications of any changes to their health and well-being are effectively risk assessed; in order to accurately assess whether they remain suitable to work with children

- take action to ensure that staff working with children are medically suitable to do so, and that they are not taking any medication, or any substances, such as alcohol or drugs which would affect their ability to safely care for children
- take action to ensure that any medication that is being taken by staff is securely stored, and out of reach of children and that you only deploy staff to work with children if the medication does not impair the staff members ability to work with children
- take action to ensure the named deputy is capable and qualified to take charge in the manager's absence, to ensure children's safety and the smooth running of the pre-school
- ensure required records are made readily available for compliance visits or inspection
- take steps to gain a secure knowledge and understanding of what must be notified to Ofsted, particularly in relation to changes in health which may affect the staff members suitability to care for children.

We will monitor the provider's response to ensure the actions are successfully completed.

On 10 February 2022 the provider resigned their Ofsted registration. The provider is no longer registered with Ofsted to provide childcare.

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](#).