

Complaint about childcare provision

Ref: 2595441/4989815

Date: 3 March 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 12 December 2021, we received concerns that the provider was not meeting some of these requirements. On 12 January 2022, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

We suspended the provider's registration on 12 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.

On 18 February 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection. We found the provider had met some of the safeguarding and welfare actions but not others.

The provider had put in place plans to check the suitability of the those working with children, and maintain required records relating to adults working at the setting. They had put in place plans to improve staff deployment and ensure adequate supervision of children. The provider had also put in place plans to ensure staff have current paediatric first aid training certificates and complete required records of all accidents, injuries and first aid treatment given. The provider had developed appropriate procedures to minimise the risk of the spread of infection and to ensure children have access to fresh drinking water.

Actions needed by 4 March 2022:

- appropriately assess possible risks on the premises and implement reasonable measures to manage those risks, including and ensuring all practices, equipment and premises are safe

- ensure your safeguarding policy is in line with local safeguarding partnership procedures and that all staff know what to do if they have safeguarding concerns about a child
- train all staff to understand your safeguarding policy and ensure they have up-to-date safeguarding knowledge, including what to do in the event of an allegation being made against a member of staff.

Additionally, during the regulatory visit on 18 February 2022, we found a new area of concern. This means that the provider was not meeting another requirement as set out in the Statutory framework for the early years foundation stage. The provider had taken action to put this right. They had put in place plans to ensure that required records are maintained and retained for a reasonable period. They had also put in place plans to ensure information is shared with parents, carers and other professionals who have a need and a right to see them, to ensure children's needs are met. The provider will be able to give parents further information about this.

On 7 March 2022, we carried out a regulatory visit. We found that the provider had completed risk assessments and taken action to ensure the premises and practices are safe. They had improved their knowledge and understanding of child protection procedures and now fully understand their responsibilities. They had provided staff training regarding safeguarding and ensured that staff know what to do if they have concerns about a child or in the event of an allegation being made. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 8 March 2022, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

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](#).