

Complaint about childcare provision

Ref: 2598355/5100118

Date: 22 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 28 February 2022, we received concerns that the provider was not meeting some of these requirements. On 4 March 2022, we carried out an unannounced inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course.

Following the inspection, on 4 March 2022, we suspended the provider's registration at this setting because we believe that 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 21 March 2022 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 1 April 2022:

take prompt and effective action to respond to risk assessments of the premises that identify significant safety and structural issues

ensure all staff understand the fire risk assessment and that fire doors are used appropriately

ensure regular checks of the indoor and outdoor environment are carried out to remove or minimise hazards that children are exposed to, including cleaning products, broken equipment, and large, sharp kitchen knives

ensure staff are effectively deployed and children are well supervised at all times

ensure children's health is not compromised by exposure to significant damp within the building, unclean premises and equipment and dirty carpets

ensure staff and children have access to hot running water to maintain effective hand hygiene practises and prevent the spread of infection

ensure there are suitable hygienic changing facilities for carrying out the personal care needs of children.

We are unable to monitor compliance as the provider resigned their registration for this setting. The setting is no longer 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](#).