

## **Complaint about childcare provision**

Ref: 2531351/5095913

Date: 6 September 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](http://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 11 and 17 February 2022 and 10 March 2022, we received concerns that the provider was not meeting some of these requirements. On 23 February and 22 March 2022, we carried out regulatory telephone calls with the acting manager of the setting. Following this, on 19 April 2022 we received further concerns.

We suspended the provider's registration on 20 April 2022 because we believed 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 had 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 15 August 2022, we carried out a regulatory visit following a request from the provider to consider new information. We found that the provider had appointed a new management team and taken action to address the matter which led to suspension. However, we also found that prior to the appointment of the new leadership team, the provider had not ensured that all requirements were met.

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. The provider will be able to give parents further information about this.

Actions needed by 26 September 2022:

maintain records to help share information (with parents and carers, or other agencies or professionals working with the child, to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met

implement a policy, and procedures, for the safe storage and administration of medicines

implement effective systems to ensure that any person who may have regular contact with

children (including those living or working on the premises), are suitable.

On 28 September 2022, we carried out an unannounced visit to monitor the providers response to the actions set. We found that the provider had implemented clear procedures for keeping and sharing information to help ensure children's individual needs are met. They had improved the arrangements for the safe storage and administration of medicines. Additionally, they had taken steps to obtain information to help assure themselves of the suitability of all persons involved in connection with the setting.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).