

## **Complaint about childcare provision**

Ref: EY405128/5212763

Date: 17 August 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 21 July 2022, we carried out a visit and found that the provider had failed to notify Ofsted of changes to the adults living on the premises, which is a requirement of their registration. We also found the provider was not meeting some of these 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.

Actions needed by 29 July 2022:

- ensure accurate and sufficiently detailed attendance records are kept and maintained for each child in your care
- implement effective risk assessments to ensure all areas of the premises children access are safe and suitable.

We suspended the provider's registration on 21 July 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 1 August 2022, we carried out a regulatory visit. We found that the provider had not met the actions set in the welfare requirement notice. Additionally, during this visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. 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.

Actions needed by 10 August 2022:

- ensure accurate and sufficiently detailed attendance records are kept and maintained for each child in your care

- implement effective risk assessments to ensure all areas of the premises children access are safe and suitable
- inform Ofsted of any person who has regular contact with children, including any assistants or co-minders, so that suitability checks can be completed.

On 11 August 2022, we carried out a regulatory visit. We found that the provider had put a procedure in place to ensure accurate and sufficiently detailed attendance records are kept and maintained for each child in her care. In addition, the provider had implemented effective risk assessments to ensure all areas of the premises children access are safe and suitable. Furthermore, the provider had informed Ofsted of any person who has regular contact with children, including any assistants or co-minders, so that suitability checks can be completed. We were satisfied the provider had met the safeguarding and welfare actions raised. On 17 August 2022, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We were satisfied that the identified risk of harm to children had been removed.

On 15 September 2022, we carried out an inspection and found the provider was not meeting some of the legal requirements in the Statutory framework for the early years foundation stage. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 16 September 2022. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 20 September 2022:

- ensure staffing arrangements meet the needs of all children and that children are adequately supervised at all times
- ensure children's individual care needs are supported through effective and settled relationships with their key person
- implement effective hygiene practices that promote the good health of children and help to minimise or stop the spread of infection
- ensure any noticeable injuries that children arrive with are recorded so that they can be discussed with parents and can contribute to the effective safeguarding of children.

On 21 September 2022, we carried out a regulatory visit and found that the provider had not met the actions in the welfare requirements notice. We suspended the provider's registration on 21 September 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. On 26 September 2022, the provider notified us of their wish to resign their registration. Consequently, we lifted their suspension to enable the resignation of their registration with Ofsted. They are no longer a registered childcare provider.

### **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](#).