

Complaint about childcare provision

Ref: 2526900/5255287

Date: 11 October 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 13 September 2022, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of a significant incident. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event.

We suspended the providers registration on 14 September 2022, because we believed children may be at risk of harm. The provider had a right of appeal against the suspension. The provider may not provide childcare for which registration is required while a suspension is in place and may commit an offence if they do so.

On 6 October 2022, we carried out a regulatory visit. 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.

We found that the provider was not meeting some of the requirements. 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 20 October 2022:

- ensure that all reasonable steps are taken to identify and manage risks so that children are not exposed to unnecessary risks, with particular regard to supervision arrangements on outings
- implement ongoing staff training to ensure they are all aware of risk assessment procedures, including how to protect children and keep them safe
- improve induction for staff so that they all understand their roles and responsibilities

including how to protect children in their care

- improve staffing arrangements to ensure children are within sight and/or hearing at all times so that no child is left unattended
- take reasonable steps to ensure the safety of children, staff and others in the case of an emergency
- inform parents and carers about staff deployment and where appropriate involve them in these decisions.

On 24 October 2022, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last visit. We found that the provider had taken necessary steps to identify and manage risks. This includes, ensuring staff have been retrained in risk assessment procedures and supervision arrangements on outings. We also found the programme for staff induction and ongoing professional development of the provider and all staff, has been enhanced significantly, and they now have a clear focus on keeping children safe.

The provider has improved their procedures for collecting children from school and a new policy has been introduced so that staff know how to deal with emergency medical situations. The provider has also improved staffing arrangements, to ensure children's whereabouts are always known and they are accounted for.

We are satisfied that the provider has met the 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](#).