

## **Complaint about childcare provision**

Ref: 2677826/5279954

Date: 1 November 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 17 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 27 October 2022, we carried out a regulatory visit. We found 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 11 November 2022:

- take action to make sure staff are deployed effectively to ensure that children are adequately supervised at all times, especially when eating to minimise the risk of choking and so that staff are not lone working
- take steps to ensure that the ratio requirements are met at all times, so that the needs of all individual children are met
- put appropriate arrangements in place to ensure that the minimum legal requirements for qualified staff are maintained
- take action to ensure running hot water is available to promote the good health of children and staff
- take effective steps to ensure the facilities for the preparation of food are hygienic and fit for purpose
- take effective steps to ensure that all areas of the premises and equipment are fit for purpose, and suitable for the age of children being cared for
- implement arrangements for fire safety, including fire detection, fire control equipment and appropriate fire procedures in place to ensure the premises are safe for all users

- put in place effective systems to ensure cots and bedding are in a good condition and that cross contamination is eliminated
- ensure facilities for children who are toileting or require changing are suitable and hygienic
- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to indoor and outdoor space, as well as equipment used.

We suspended the provider's registration on 27 October 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 15 November 2022, we carried out a regulatory visit to monitor the welfare requirements notice. The provider responded to the actions set. We found that the provider had made significant progress. The provider is now able to ensure the premises are safe and suitable to care for children. We are satisfied the provider has met the safeguarding and welfare actions raised. As a result, the threshold for suspension is no longer met and this has been lifted. 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](#).