

## **Complaint about childcare provision**

Ref: 2645643/5274368

Date: 26 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](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 6th October 2022 we received concerns that the provider was not meeting some of these requirements. On 14th October 2022 we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

We suspended the provider's registration on 14th 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.

Actions needed by 21st November 2022

- employ a suitable manager to oversee the running of the setting
- ensure the premises and equipment used for the purpose of childcare is safe and suitable, including the outdoor space
- comply with requirements of health and safety legislation, in particular fire equipment, risk assessment and safety checks to help keep children safe
- put in place appropriate fire detection and control equipment (for example, fire alarms, smoke detectors, fire blankets and/or fire extinguishers) which is in working order. Ensure fire exits are clearly identifiable and fire doors free of obstruction and can be easily opened from the inside
- ensure the food preparation area is hygienic and kept in a suitable condition for the safe preparation for children's meals
- ensure there is an appropriate fire evacuation procedure
- ensure there are appropriate toilets and hand washing facilities for children

- provide an appropriate area for children aged under two years, with adequate sleep provision.

On 24 November 2022, we visited the provider to monitor the suspension notice and assess improvements made towards the actions set at the previous visit. We found that the provider had met some of the actions.

However, not all actions were met, and we have served a welfare requirements notice. Actions needed by 28 December 2022:

- implement a robust recruitment and induction processes to ensure that the manager and all staff working with children are suitable to fulfil their roles and responsibilities
- employ a suitable manager to oversee the running of the setting
- ensure the food preparation area is suitable for the safe preparation for children's meals.
- ensure there is an appropriate fire evacuation procedure.

We extended suspension of the provider's registration on 24 November because we continue to believe children may be at risk of harm.

On 30 December 2022, we visited the provider to monitor the welfare requirement notice and found that the provider had not met the actions set in the welfare requirement notice. We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps

On 25 January 2023, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration. 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](#).