

Complaint about childcare provision

Ref: EY319711/5347778

Date: 6 February 2023

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 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 January 2023, 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. The provider is still registered with Ofsted.

Actions needed by 1 February 2022:

- ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose, free of clutter and suitable for the age of children cared for and the activities provided on the premises. Providers must comply with requirements of health and safety legislation (including fire safety and hygiene requirements)
- take steps to ensure the safety of children and others on the premises in the case of fire, by ensuring that all exits are free of obstruction and easily opened from the inside
- take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks in relation to the rear garden and the home. For example, risk related to the broken gate, unsafe storage of items, cleaning materials being accessible to children
- ensure that the premises and equipment are organised in a way that meets the needs of children and comply with indoor space requirements: for children under two years: 3.5 m² per child; two-year-olds: 2.5 m² per child; children aged three to five years: 2.3 m² per child
- improve your knowledge and understanding of how to manage children's behaviour in positive and appropriate ways

- ensure there are suitable areas available for the hygienic preparation of snacks, and that snacks are healthy, balanced and nutritious.

We will monitor the provider's response to ensure the actions are successfully completed.

We suspended the provider's registration on 19 January 2023 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 02 February 2023, we carried out a monitoring visit to review the welfare requirements notice issued on 18 January 2023. We found that the provider had not met all of the actions met. We have served another 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 15 February 2022:

- ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose, free of clutter and suitable for the age of children cared for and the activities provided on the premises. Providers must comply with requirements of health and safety legislation (including fire safety and hygiene requirements)
- take steps to ensure the safety of children and others on the premises in the case of fire, by ensuring that all exits are free of obstruction and easily opened from the inside
- take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks in relation to the rear garden and the home. For example, risk related to the broken gate, unsafe storage of items, cleaning materials being accessible to children
- ensure that the premises and equipment are organised in a way that meets the needs of children and comply with indoor space requirements: for children under two years: 3.5 m² per child; two-year-olds: 2.5 m² per child; children aged three to five years: 2.3 m² per child
- ensure there are suitable areas available for the hygienic preparation of snacks, and that snacks are healthy, balanced and nutritious.

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