

## **Complaint about childcare provision**

Ref: 208734/5328468

Date: 21 March 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](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 12 December 2022 we received concerns that the provider was not meeting some of these requirements. We suspended the provider's registration on 15 December 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 8 March 2023 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 22 March 2023

- ensure that the premises, including the overall floor space are fit for purpose and are suitable for the age of the children cared for
- ensure that a current paediatric first aid certificate is in place and maintained at all times

- ensure all childminder assistants who are in sole charge of children hold a current paediatric first aid certificate
  
- ensure that all assistants are competent and capable in the areas of work they undertake
  
- ensure that there is a first aid box, with appropriate content accessible at all times
  
- ensure that children are not left in sole care of assistants for no more than two hours in a single day
  
- improve your own and assistant's knowledge and understanding of how to manage children's behaviour in appropriate way and specifically in relation to the use of the threatening language or corporal punishment
  
- improve knowledge and understanding of and implement a policy and procedure to safeguard children that is in line with the relevant local safeguarding partners (LSP) guidance
  
- ensure that all assistants understand the safeguarding policy and procedures and that they have an up-to-date knowledge and understanding of safeguarding issues
  
- ensure all required information is recorded for each child that attends the setting.

On 23 March 2023 we carried out a regulatory visit and found that the provider had responded to the actions set. We found that the provider had taken steps to ensure that the

environment is fit for purpose and suitable for children. The provider and her assistant have completed child protection training to update their knowledge and understanding. Paediatric first-aid certificates are in place and a new first-aid box is accessible. The provider understands her responsibilities to ensure that those looking after children are capable to fulfil their role including in relation to behaviour management. The provider understands that she must not leave assistants in sole care of children for more than two hours in a single day. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 27 March 2023 we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. The provider is still registered with Ofsted. We are satisfied that the identified risk of harm to children has been removed.

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](#).