

Complaint about childcare provision

Ref: 253113/5357546

Date: 15 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 24 January 2023 and the 27 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 February 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 28 February 2023:

- improve knowledge and understanding of safeguarding policies and procedures, with particular regard to what action to take in the event of an allegation being made against a member of staff
- ensure all staff are trained to understand safeguarding policies and procedures, and specifically that staff are alert to any inappropriate behaviour of others working with children and know what action to take
- ensure DBS records contain all of the required information for all staff, including the reference number, the date the check was taken and details of who obtained it
- ensure risk assessments are effective in identifying potential risks and that appropriate action is taken to minimise them

- maintain an effective and regular two-way flow of information with parents to promote the efficient running of the setting and to help ensure the needs of all children are met

- ensure there is a manager and deputy in place who are suitably experienced and capable to fulfil their roles

- ensure arrangements are in place for the supervision of staff to support and coach them; to improve their personal effectiveness; and promote the interests of all children

- ensure staff are deployed effectively throughout the setting to ensure that all children are safe and their individual needs are met

- ensure each child is assigned a key person so that staff have the knowledge and understanding to meet the individual needs all children including those who may need additional support.

On 1 March 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

We suspended the provider's registration on 1 March 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 16 March 2023, we carried out a monitoring visit and found the provider had met some of the safeguarding and welfare actions but not others. The provider had taken steps to ensure risk assessments were in place and that the premises were safe, secure and suitable. However, we found that the provider was unable to provide evidence that at all those working with children were suitable to do so.

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

On 22 March 2023, we carried out a further monitoring visit and found that the provider responded to the actions set. The provider was able to provide evidence that all those working with children were suitable. The provider was able to explain what steps she had taken to make the necessary improvements and would act as manager of the setting. The provider explained the arrangements in place to induct, support, coach and train staff. In addition, described the procedures in place about the administration of medication and for the provision for food and drink. The provider explained how she would ensure arrangements for key persons were in place and how information would be shared with parents.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 22 March 2023, 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.

On 3 April 2023, 5 April 2023, 14 April 2023 and the 17 April 2023, we received further concerns that the provider was not meeting some of these requirements.

On the 17 April 2023, we carried out a regulatory visit and found new areas of concern. This means that the provider was not meeting requirements as set out in the Statutory framework for the early years foundation stage. However, the provider obstructed us in carrying out any further observations. It is an offence under section 77 of The Childcare Act 2006 to intentionally obstruct a duly authorised person exercising any power, such as the rights of entry, rights to inspect documents and the rights to interview.

We suspended the provider's registration. However, the provider decided to resign their registration before any further enforcement action could be taken.

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](#).