

## **Complaint about childcare provision**

Ref: 504113/5393059

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

We carried out an inspection on 15 March 2023, and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirement notice on 21 March 2023. 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 30 March 2023.**

- ensure the premises including outdoor spaces, are fit for purpose, suitable and comply with requirements of health and safety legislation (including fire safety and hygiene requirements)
- ensure the appropriate public liability insurance to cover all premises for childminding is in place
- ensure that there is an area which is adequately equipped to provide meals and snacks for children and that there are suitable facilities for the hygienic preparation of food for children
- ensure that records are easily accessible and available for inspection, including insurance certificate and evidence of paediatric first-aid training
- ensure that risk assessments are effective in identifying and removing any risks or hazards to children
- demonstrate that a current paediatric first-aid certificate has been obtained to ensure the safety and well-being of children
- implemented without delay the guidance and procedures of the relevant local

safeguarding partners (LSP) in the event of a concern about a household member.

We also suspended the provider's registration on 15 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.

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We carried out monitoring visits on 4 April 2023 and 24 April 2023, to ensure the actions were successfully completed. We are satisfied that the provider has taken appropriate action to meet the safeguarding and welfare actions raised.

On 24 April 2023, we lifted the suspension because we are satisfied that the identified risk of harm to children has been removed.

## **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](#).