

Complaint about childcare provision

Ref: 2675632/5371590

Date: 28 April 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 09 February, 09 March and 21 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 March 2023, we carried out an unannounced 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.

Actions needed by 14 April 2023:

- ensure the designated leads for safeguarding and all staff understand the safeguarding policy and procedures and respond to any concerns in a timely and appropriate way and maintain the associated records
- ensure that all persons with governance and oversight understand their roles and responsibilities and have a secure understanding of the early years foundation stage requirements
- demonstrate how you will ensure all staff including the managers receive effective support to enable them to carry out their roles and responsibilities effectively
- put appropriate arrangements in place for the supervision, mentoring and coaching of all staff, including the managers
- demonstrate how you will ensure that at least one person who has a current paediatric first aid certificate will be on the premises and available at all times when children are present
- take effective steps to ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the outdoor space

- put in place effective arrangements to support children with special educational needs and/or disabilities to ensure their individual needs are met and they make effective progress in their learning and development.

We suspended the provider's registration on 21 March 2023 because we believed 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 26 April 2023 we lifted the suspension because the provider chose to resign their registration.

The provider is no longer 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](#).