

## **Complaint about childcare provision**

Ref: EY549611/5381156

Date: 10 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 16 February 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of the significant event. On 21 February 2023, we received further concerns that the provider was not meeting requirements.

On 24 February 2023, we carried out regulatory telephone calls with the provider and liaised with external agencies. We found the provider was not meeting some of the requirements.

We suspended the provider's registration on 24 February 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 had a right to appeal against suspension. The provider could not provide childcare for which registration is required while the suspension was in place and may have committed an offence if they did so.

On 2 March 2023 we carried out a regulatory visit and continued to review the information shared by the provider from the time of the suspension being imposed. The focus of the visit was to establish how the setting was complying with the requirements of their registration, and to assess the steps the provider had taken to identify and reduce the risk of harm to children. We found the provider was not meeting some of the requirements. We served a welfare requirement notice. This is a legal notice that requires the provider to take

the actions below within the timescales set out.

On 8 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 threshold for suspension was no longer met. We are satisfied the provider has met the safeguarding and welfare actions raised.

Actions needed by 6 April 2023:

- ensure the Designated Safeguarding Leads (DSL) are fully aware of their roles and responsibilities, including the implementation of child protection procedures that are in line with the local safeguarding partners (LSP)
  
- ensure all staff are trained in safeguarding and child protection procedures, in particular when dealing with allegations against staff, and unexplained injuries
  
- provide staff with purposeful supervision to ensure gaps in their understanding of their roles and responsibilities are identified and addressed promptly
  
- develop the roles of the key person to allow for children to form strong relationships with their named carers, and to build a positive and familiar partnership with parents, especially from the time of starting.

On 11 April 2023, we undertook an unannounced inspection and assessed if the provider had met the actions raised in the welfare requirement notice. We found the provider taken appropriate action to address the safeguarding actions raised. Staff have received safeguarding training, including staff with designated roles. In addition, systems have been reviewed for staff supervision and the key person role. 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](#).