

Complaint about childcare provision

Ref: 2502928/4893192

Date: 27 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 9 September 2021, 23 November 2021, 22 April 2022 and 10 February 2023 we received concerns that the provider was not meeting some of these requirements.

On 19 November 2021 and 10 December 2021, we carried out regulatory telephone calls. Following this, on 3 May 2022 we carried out a regulatory visit, with a further regulatory call held on 6 July 2022.

We found that the provider had failed to notify Ofsted of some significant information which affected their suitability. Furthermore, we found that the provider was not meeting of the requirements. We served a welfare requirements notice. This is a legal notice that required 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 21 August 2022:

- implement robust measures to ensure that staff are suitable to fulfil the requirements of their role
- ensure parents are informed as soon as reasonably practical of any significant incidents, accidents and injuries and of any first aid given
- ensure all staff understand and are able to implement an effective procedure to respond to and manage serious incidents and medical emergencies.

On 6 September 2022, the provider responded to the actions set. We found that the provider had improved their policies and procedures for ensuring the continued suitability of staff. They had implemented measures to ensure that all staff who work with the children, are suitable to do so. The provider reviewed policies for responding to incidents and accidents involving children. They held meetings with staff to agree procedures. This has helped to ensure that in the event of any significant incident, appropriate advice is sought and parents are informed as soon as reasonably possible. We were satisfied at this point that the provider had met the safeguarding and welfare actions raised.

However, the provider also notified Ofsted of additional staff suitability matters. We liaised with them and found that they were following their procedures and had informed other agencies, as appropriate. We shared the information with relevant safeguarding partners.

On 10 February 2023, Ofsted received some new information which raised concerns that the provider was not meeting requirements.

On 13 February 2023, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements. We suspended the provider's registration on 14 February 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.

We also 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 17 February 2023:

- demonstrate that effective systems have been implemented to ensure that practitioners, and any other person who may have regular contact with children, are suitable and can fulfil the requirements of their roles
- demonstrate how staff whose suitability has not been checked, including through a criminal records check, will not have unsupervised contact with children
- demonstrate how at least one person who has a current paediatric first-aid (PFA) certificate will be on the premises and available at all times when children are present, and will accompany children on outings, including when they take children to and collect them from school
- train staff to understand and be able to implement the safeguarding policy, including the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff
- demonstrate how staff have been trained to implement a robust policy and procedure for the use of online devices, mobile phones and cameras in the setting
- determine how the requirements for staff:child ratios and relevant qualifications (where appropriate) will be met

- demonstrate how every school drop off and pick up is safely organised and risk assessed
- demonstrate how staff have been trained to implement a robust procedure for the safe transportation of children, in particular the use of child car seats
- demonstrate how all vehicles in which children are transported, and the driver of those vehicles, is adequately insured
- demonstrate a robust procedure for maintaining an accurate record of the hours of each child's attendance, ensuring that staff know how many children are on the premises at any one time
- demonstrate how required records will be easily accessible and available for inspection.

On 21 February 2023, we carried out a further regulatory visit. We found that the provider had not met some of the actions set in the welfare requirement notice. We have served another welfare requirements notice. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. The provider's registration continues to be suspended.

Actions needed by 3 March 2023:

- demonstrate that effective systems have been implemented to ensure that practitioners, and any other person who may have regular contact with children, are suitable and can fulfil the requirements of their roles
- train staff to understand and be able to implement the safeguarding policy, including the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff
- determine how the requirements for staff:child ratios and relevant qualifications (where appropriate) will be met
- demonstrate how records are maintained and understood to ensure the safe and efficient management of the setting

On 8 March 2023, we carried out a further regulatory visit. We found that the provider had not met some of the actions set. We are taking steps to cancel the provider's registration and while we do this, the suspension will remain in place. The provider has a right to object to our intention to take these steps.

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](#).