

Complaint about childcare provision

Ref: 2530451/5313343

Date: 30 August 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 25 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 1 December 2022, 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 2 January 2023:

- ensure ratio requirements are met as set out in the 'Statutory framework for the early years foundation stage' and meet the needs of all children in your care at all times
- ensure risks to children are effectively identified and take the appropriate steps to reduce potential hazards
- ensure you understand and take all necessary steps to protect children from risk of harm, with particular regard to managing allegations and sharing information with other professionals in a timely manner
- ensure sleeping arrangements are safe and suitable to meet children's individual needs
- ensure effective supervisions are in place to deploy adequately experienced and trained

assistants, ensuring quality learning and development experiences for all children

- ensure robust recruitment processes are in place and all persons working directly with children are suitable to do so
- ensure you are consistently meeting the needs of children who have special educational needs and/or disabilities (SEND)
- ensure information regarding staff and children is handled in a way that ensures confidentiality

On 5 January 2023 we completed a regulatory visit. We found the provider had met some of the actions in the welfare requirements notice but not others. We are taking steps to cancel the provider's registration.

We have also issued actions for the provider to take while we take steps to cancel her registration.

Actions needed by 6 January 2023:

- ensure that people whose suitability has not been checked do not have unsupervised contact with children
- ensure ratio requirements are met as set out in the 'Statutory framework for the early years foundation stage' and meet the needs of all children in your care at all times.

Actions needed by 13 January 2023:

- ensure robust recruitment processes are in place and all persons working directly with children are suitable to do so
- implement robust systems so that all staff receive induction training to help them understand their roles and responsibilities.

On 29 January 2023, the provider objected to us taking steps to cancel her registration.

On 1 March 2023 we completed a regulatory visit. We found the provider had met the actions from the last visit. However, we found the provider was not meeting other requirements. We issued further actions for the provider to take while we take steps to cancel their registration.

Actions needed by 2 March 2023:

- ensure fresh drinking water is available and accessible to children at all times

- ensure the temperature of the premises is suitable to keep children safe.

We received a satisfactory written response to the actions from the provider.

On 8 March 2023, having heard the provider's reasons for objecting to the cancellation, we did not uphold the objection, so have decided to proceed with cancelling the provider's registration.

On 19 May 2023 we completed a regulatory visit. We found the provider had met the actions from the last visit. However, we found the provider was not meeting other 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 26 May 2023:

- ensure communication with parents is effective so that children's individual care needs are met, such as providing suitable clothing for outdoor play

- ensure accurate records of children's hours of attendance are kept.

We also issued actions for the provider to take to meet the learning and development requirements:

Actions needed by 23 June 2023:

- plan an appropriate curriculum that supports children's interests and stages of development

- respond swiftly to each child's individual emerging learning needs to simulate their interest and promote their good development.

On 5 June 2023, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised in a welfare requirement notice. We found the provider had improved communication with parents to ensure children have clothing required for outdoor play. The provider also had updated their procedure for recording children's hours of attendance. We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider had made an appeal to our decision to cancel her registration to the Health, Education and Social Care First-tier Tribunal. The provider later requested to resign her registration. We ceased the cancellation process on the basis that the provider resigned her 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](#).