

Complaint about childcare provision

Ref: 204135/5511071

Date: 19 October 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 6 October 2023, we carried out an inspection 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 requirements notice on 12 October 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 13 October 2023:

- take action to ensure that all staff working with children are suitable, including obtaining an enhanced criminal records check
- make certain that there is always at least one person who has a current paediatric first-aid certificate on the premises and available at all times when children are present
- ensure that there is a named deputy manager, in the manager's absence, to effectively lead the nursery.

Actions needed by 27 October 2023:

- ensure all staff understand and implement an effective policy and procedure, in line with the local safeguarding partners, that includes the action to take for child protection concerns and allegations against staff

- make sure there is a member of staff who is designated to take lead responsibility for safeguarding children and ensure they attend a child protection training course that enables them to act and respond to safeguarding concerns
- ensure all staff are trained to have an up-to-date knowledge of safeguarding and child protection issues
- make sure all staff receive an effective induction to help them understand their roles and responsibilities and the nursery's policies and procedures
- provide staff with effective supervision, support, and training to help develop the quality of the provision and provide better outcomes for children
- make sure that policies and procedures are maintained and shared with staff and parents
- ensure records are accessible and readily available for inspection
- provide food hygiene training for all staff responsible for preparing and handling food
- ensure all staff understand the nursery's strategies for managing children's behaviour
- identify a member of staff as the nursery special educational needs co-ordinator and put in place effective procedures to support children with special educational needs and/or disabilities.

On 16 October 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection. We found that the provider had not met the actions needed by 13 October 2023 in the welfare requirements notice.

We suspended the provider's registration on 16 October 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.

On 2 November 2023, the provider notified us of their wish to resign their registration.

Consequently, we lifted the suspension to allow us to resign their registration.

They are no longer a registered childcare provider.

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](#).