

## **Complaint about childcare provision**

Ref: EY536190/5467061

Date: 10 November 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 15 June 2023, we received concerns that the provider was not meeting some of these requirements. On 25 July 2023, 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 14 August 2023

- ensure the provider consistently implements induction and supervision arrangements for all staff, including those in temporary management positions, to continually improve the quality of the provision;
- ensure all staff follow accident and injury procedures, making sure that parents are consistently informed of any accident or injury sustained by their child without delay.

We will monitor the provider's response to ensure the actions are successfully completed.

On 17 August 2023, we carried out a regulatory visit. We found the provider had taken action to improve induction and supervision arrangements. The provider had also improved procedures for accidents and injuries. However, we found additional concerns as the provider was not meeting some of the requirements. We have served another 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 7 September 2023

- ensure all staff and leaders have a clear understanding of local safeguarding partners procedures to follow if a concern is raised about the welfare of a child, and that this is done within a timely manner

- ensure children with special educational needs and/or disabilities receive the targeted support and intervention they need to enable them to reach their full potential
- maintain records to ensure the safe and efficient management of the setting and ensure these are easily accessible and readily available.

We will monitor the provider's response to ensure the actions are successfully completed.

On 13 September 2023, we carried out an unannounced regulatory visit. We found that the provider had not met the actions set in the welfare requirement notice. The provider has not improved staff and leaders knowledge of local safeguarding partners procedures to follow if a concern is raised about the welfare of a child. They also do not ensure that children with special educational needs and/or disabilities receive the targeted support and intervention they need. We also found that the provider does not maintain records to ensure the safe and efficient management of the setting. At the visit we also found additional concerns about the effectiveness of behaviour management strategies, leaders knowledge of what is reportable to Ofsted and lack of risk assessments.

We suspended the provider's registration on 14 September 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 11 October 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](#).