

Complaint about childcare provision

Ref: EY554664/5456414

Date: 9 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 12 June 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 15 June 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 7 July 2023:

ensure all staff receive safeguarding training, including how to identify and respond to concerns about a child or about a colleague's behaviour, in line with local safeguarding partners guidance and procedures

develop staff training, support and mentoring to ensure they have clear understanding of their roles and responsibilities

ensure staff receive targeted coaching to improve their personal effectiveness

ensure arrangements for the deployment of staff is effective to meet the needs of all children, and ensure their safety

ensure children's health and hygiene is promoted at all times and take all necessary steps to prevent cross infection

ensure children's behaviour is managed appropriately and consistently by all staff

implement a rigorous system for risk assessment to identify, remove or minimise all risks and hazards to children's and staff's health and safety, specifically in the outdoor environment

take action to ensure arrangements are put in place to consistently support all children with special educational needs and/or disabilities and are in line with special educational needs code of practice.

On 04 July 2023, we received further concerns that the provider was not meeting some of these requirements.

On 05 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.

Actions needed by 21 July 2023:

ensure records of staff qualifications are up to date and available to demonstrate the suitability of all staff

take action to ensure the minimum ratio and qualification requirements are always met

review deployment of staff to make sure that children are appropriately supervised at all times to ensure their safety, with particular regard to mealtimes

ensure that records of children's and staff's attendance are accurate and consistently maintained to ensure the safe and efficient management of the setting.

On 10 July 2023, we carried out a regulatory visit, the purpose of this visit was to monitor actions raised at inspection. We found the provider had taken some action to address identified breaches. However, some actions were not met in relation to staff training, support and skills, staff deployment, health and hygiene, risk assessment, and special educational needs.

Additionally, during this visit, we found the provider was not meeting some requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action needed by 21 July 2023:

ensure personal information is only accessible to those who have a right to it, always following data protection legislation.

On 24 July 2023, we carried out a regulatory visit, the purpose of this visit was to monitor actions raised following previous regulatory visits. We found the provider had taken some action to address identified breaches. However, some actions were not met in relation to

staff ratio and qualification requirements and information and records.

On 12 July 2023, we took steps to cancel the provider's registration. On 4 August 2023, the provider objected to us taking this step. Having heard the provider's reasons for objecting to this step, we did not uphold the objection, so have decided to proceed with cancellation.

On 8 August 2023, we continued to take steps to cancel the provider's registration. The provider had a right to appeal to our decision to cancel the registration. On 6 September 2023, the provider appealed to an independent external tribunal, the Health, Education and Social Care First-tier Tribunal.

The provider did not continue with their appeal.

The provider's registration is therefore cancelled.

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](#).