

Complaint about childcare provision

Ref: 111697/5523908

Date: 11 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 31 August 2023 we received concerns that the provider was not meeting some of these requirements.

On 1 September we suspended the provider.

On 4 September 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 22 September 2023:

- improve knowledge and understanding of safeguarding procedures in line with local safeguarding partners, especially whistleblowing
- implement robust risk assessments to identify and remove or minimise hazards, to promote children's safety
- provide Ofsted with information relating to all adults who work with children, so that the appropriate suitability checks can be completed
- ensure there are suitable facilities for the hygienic preparation of food
- ensure that the premises, including overall floor space, are fit for purpose and suitable for the age of the children being cared for
- ensure that fire evacuation routes are kept clear from obstruction and adequate fire safety equipment is available to control a fire.

On 25 September 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 previous visit. We also checked if the provider was meeting other safeguarding and welfare requirements as set out in the Statutory framework for the early years foundation stage. We found the provider had met most of the safeguarding and welfare actions from the previous visit, but not all.

The provider had improved her safeguarding knowledge regarding how to make a referral when there is allegation about an adult in relation to children. The kitchen had been cleaned and cleared providing space for the hygienic preparation for food. The premises had been cleared making the floor space fit for purpose and suitable for children. Appropriate fire detection and control equipment had been put in place and fire evacuation routes were free from obstruction. However, the provider had not met the actions set regarding risk assessment and notifying Ofsted. We also found the provider was not meeting some other safeguarding and welfare requirements. We have therefore served an additional welfare requirements notice. This is a legal notice that requires the provider to take action below within the timescales set out. The provider will be able to give parents further information about this.

Actions need by 2 October 2023:

- improve safeguarding knowledge and understanding, including recognising possible signs and symptoms of abuse and the wider aspects of child protection, such as the 'Prevent duty guidance for England and Wales 2023', to ensure children are kept safe from harm
- implement robust risk assessments to identify and remove or minimise hazards, to promote children's safety
- improve understanding of the statutory requirements to ensure that children are not left unsupervised with adults whose suitability has not been checked by Ofsted.

On 5 October 2023, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their previous visit. We also checked if the provider was meeting other safeguarding and welfare requirements as set out in the Statutory framework for the early years foundation stage. We found the provider had met the safeguarding and welfare actions from the previous visit.

However, we also found the provider was not meeting some other safeguarding and welfare requirements.

The provider had improved their safeguarding knowledge regarding signs and symptoms of abuse and wider aspects of child protection such as 'Prevent duty guidance'. Risks assessments had been completed and risks had been removed or minimised. The provider showed an understanding of how they will ensure that children are not left unsupervised with adults whose suitability has not been checked by Ofsted.

We have served an additional welfare requirements notice. This is a legal notice that requires the provider to take action below within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed by 18 October 2023:

- undertake relevant training and seek professional development opportunities to improve competency and to ensure children are provided with a high-quality curriculum that helps them learn and develop new skills
- ensure you keep an accurate written record of accidents, injuries and any first-aid treatment given to children
- implement effective procedures and appropriate facilities for safe sleeping
- maintain required records and ensure they are available to share with parents, relevant professionals and Ofsted as and when requested
- ensure records relating to individual children are securely maintained and retained for a reasonable period of time after they have left the setting.

On 8 November 2023 we lifted the suspension because the provider chose to resign their 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](#).