

Complaint about childcare provision

EY331705/C343273

Date: 10/05/2018

Summary of complaint

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 28 March 2018, we received a concern in relation to safety. As a result, we conducted an unannounced visit to the provider on 20 April 2018. This was to check if they continue to meet the legal requirements. The provider failed to notify Ofsted of a serious accident and injury to a child. This is an offence. On this occasion we do not intend to take any action. We found that the provider had already taken appropriate action to ensure that all staff follow the accident and injury procedures in place. We also issued a notice to improve which requires the provider to take the action 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:

improve the rigour for assessing risks to ensure they identify all potential hazards so risks to children can be minimised, by 09/05/2018.

We are satisfied with the action taken by the provider and we shall be taking no further action. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted