

Complaint about childcare provision

Ref: EY265972/4125177

Date: 21 February 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 11 January 2019, the provider notified us of a serious unexplained injury to a child attending their setting. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

Ofsted liaised with the provider and with local child protection agencies. Following the conclusions of these investigations Ofsted carried out an unannounced visit to the setting. Following our visit, we served a notice to improve. This is a legal notice that requires the provider to address the actions set out below:

ensure that recruitment and induction procedures are robust in making sure that staff have appropriate qualifications, training, skills and knowledge. Induction training must help staff to understand their roles and responsibilities to help ensure they offer quality learning and development experiences for children

ensure staffing arrangements meet the needs of all children and ensure their safety, this specifically refers to maintaining minimum staff ratio requirements in the baby room

ensure there is at least one member of staff who holds a full and relevant level 3 qualification, working with children under two.

We set a completion date of 12 February 2019 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response from the provider which demonstrates that action has been taken to address these actions.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).