

## **Complaint about childcare provision**

Ref: EY466863/4194092

Date: 29 April 2019

### **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 1 April 2019, we received concerns that this provider was not meeting some of these requirements. Additionally, on 2 April 2019, the provider notified us of a significant event. 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 to any child while in their care, and of the action taken.

On 15 April 2019, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements.

Following our visit, we issued the provider with a Notice to Improve. This is a 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 8 May 2019:

ensure accident records contain sufficient detail of any accident or injury to support children's welfare effectively

notify local child protection agencies of any serious accident or injury to any child in your care and act on any advice from those agencies

improve the risk assessment arrangements with particular regard to hazards in the baby room

ensure records are easily accessible and available for inspection with particular regard to evidence that Disclosure and Barring Service checks have been completed for all staff.

### **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](#).