

Complaint about childcare provision

Ref: EY259723/4552322

Date: 26 August 2020

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. Ofsted received a notification of an accident from the setting. Concerns were also received following the notification. On 25 August 2020 we carried out an unannounced visit. We found that the provider had already amended its procedures to ensure parents are informed of accidents sustained by their child in a more timely manner. During our enquiries and visit, we found that setting does undertake risk assessments and take steps to keep children safe. However, when accidents and incidents do occur, clear and accurate records are not always maintained to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met. We have issued the provider a with a notice to improve. The provider is still registered with Ofsted.

Actions needed: maintain records to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met; this relates to accurate and clear recording of accidents and incidents.

The provider responded within the required timescales. We are satisfied with the action they have taken.

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](#).