

Complaint about childcare provision

Ref: EY456083/4595021

Date: 15 October 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.

On 6 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 13 October 2020, we carried out a visit to the setting. We found that the provider has taken appropriate steps to address the weaknesses identified in the previous inspection. However, we found that 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.

Actions needed by 28 October 2020:

ensure that child supervision is effective to ensure children's safety

maintain an accurate written record of accidents and injuries and ensure that information is shared promptly and effectively with parents

ensure that Ofsted is informed as soon as is reasonably practicable, of any serious accidents or injuries sustained by children

take all reasonable steps to identify and minimise risks to children's safety and determine where it is helpful to make some written risk assessments for specific issues to demonstrate how you manage risks if asked by parents or inspectors

improve partnership working with parents to fully promote continuity in children's care, health and safety and to meet their individual needs

maintain a record of complaints and their outcome as required.

We visited the setting on 28 October 2020 to monitor the provider's compliance with the welfare requirements notice. We found the provider had taken satisfactory action to improve risk assessments and child supervision and to ensure children's safety. The provider

maintains a written record of accidents and injuries and has strengthened the ways in which information is shared with parents. The provider maintains a record of complaints and their outcome as required. The provider is still 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](#).