

## Complaint about childcare provision

Ref: EY545422/4795697

Date: 14 June 2021

### Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 May 2021, the provider notified us that there had been an accident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event. Then on 24 May 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 June 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 June 2021: (include bullet points as shown in the example below)

**Information and records 3.68** implement processes to ensure written records, relating to accidents, injuries and first aid treatment, are precise

**Information for parents and carers 3.73** ensure there is a process for obtaining and sharing information with parents, carers, and Ofsted that meets with the safe and efficient management of the setting and ensures the needs of all children are met with regard to managing accidents and injury appropriately.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider is still registered with Ofsted.

On 23 June 2021, we carried out a regulatory visit. We found that the provider had improved their knowledge and understanding, relating to **Information and records 3.68** by improving written records, relating to accidents, injuries and first-aid treatment. In addition, the provider has revised the process for sharing information with parents, carers and Ofsted to meet safe and efficient practice and ensure that needs of all children are met in the event of an accident and/or injury. The provider fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).