

Complaint about childcare provision

Ref: EY467861/4812440

Date: 12 August 2021

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 15 June 2021 we received concerns that the provider was not meeting some of these requirements.

On 04 August 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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. The provider is still registered with Ofsted.

Actions needed by 25 August 2021 November

- ensure all reasonable steps are taken to identify and manage specific risks to support and promote staff and children's health and welfare

- ensure staff are deployed effectively to ensure children's individual needs are met

- keep a written record of accidents or injuries and first aid treatment

- improve knowledge and understanding of and implement child protection procedures to safeguarding children, this includes being alert to any issues of concern about a child's life at home and the action to be taken in the event of an allegation made against a member of staff

- assign each child a key person to ensure that all children are supported to become familiar with the setting and their needs met

In addition, the provider has failed to notify Ofsted of a significant event that may affect their suitability. Failure to comply with these requirements is an offence.

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

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](#).