

## **Complaint about childcare provision**

Ref: 253629/4839409

Date: 2 November 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](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 14 July 2021 we received concerns that this provider was not meeting some of these requirements for child protection and accident or injury.

On the 27 September 2021 we carried out a regulatory visit to the setting. We found the provider was not meeting some of the safeguarding and welfare requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 1 November 2021:

ensure that staff are alert to any issues in a child's home life or elsewhere and know the policy and procedure to follow to safeguard children where there are concerns

ensure that a detailed and accurate record is kept of any accidents and injuries that occur at the setting

On 2 November we carried out a regulatory telephone call. We found that the provider had met all of the safeguarding and welfare actions. The provider had taken appropriate steps to ensure that all staff are aware of their role and responsibility to safeguard children and report concerns about issues in a child's life. The provider has provided training to staff to ensure that accurate and detailed records are kept of any accident or injuries that occur at the setting. The provider will be able to give parents further information about this. 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](#).