

Complaint about childcare provision

Ref: 119460/4917680

Date: 8 December 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 7 October 2021, the provider notified us about a safeguarding concern. 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 safeguarding allegations.

On 14 October 2021, we carried out a regulatory telephone call. We found 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. The provider is still registered with Ofsted.

Actions needed by 20 November 2021:

implement effective accident or injury procedures, including notifying parents on the same day, or as soon as reasonably practical

take action to ensure that staff understand child protection and the processes to follow

implement a policy for administering medication, which includes systems for obtaining information about a child's needs for medicine

ensure the designated lead for safeguarding has the appropriate knowledge and skills, and the ability to swiftly respond to concerns about a child's welfare.

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

On 30 November 2021 we carried out a full inspection and found that some of these actions had not been met. In addition, a further welfare requirement notice was served. The provider is still registered with Ofsted.

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](#).