

Complaint about childcare provision

Ref: EY457215/5001405

Date: 24 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 22 December 2021, we received concerns that the provider was not meeting some of these requirements.

On 23 December 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 14 January 2022:

- improve the deployment of staff so that children are adequately supervised at all times to help ensure their safety
- ensure accurate information is shared with parents about any accidents or injury sustained by children, and any first aid treatment given.

On 17 January 2022 we carried out a regulatory telephone call to monitor whether the provider had met the actions set in the welfare requirement notice served on 23 December 2021. We found that the provider had worked with staff to improve their deployment and keep children safe, including at meal times and when outdoors. We found that new procedures have been introduced to ensure that parents are always informed of their children's accidents and any treatment given.

We are satisfied the provider has met the actions set in the welfare requirements notice. 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](#).