

Complaint about childcare provision

Ref: EY472340/5102045

Date: 11 March 2022

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 1 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 March 2022, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements, including failure to notify Ofsted of a significant event, which is a requirement of their registration. 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 1 April 2022:

- ensure the qualification requirements apply at all times, with regard to having at least one member of staff who holds a full and relevant level 3 qualification and at least half of all other staff who hold a full and relevant level 2 qualification

- inform parents and/or carers of any accident or injury sustained by a child on the same day, or as soon as reasonably practicable after

- take all reasonable steps to ensure that staff and children are not exposed to risks and

demonstrate how risks are being managed

- improve your knowledge and understanding of what constitutes a significant event that must be notified to 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](#).