

Complaint about childcare provision

Ref: EY485805/5119427

Date: 31 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 24 March 2022, the provider notified us about a significant accidental injury. 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 significant events affecting the welfare of children. On 24 March 2022, we also received concerns that the provider was not meeting some of these requirements.

On 31 March 2022, 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.

Actions needed by 14 April 2022:

- ensure all adults working with children are provided with the support and training to fulfil their roles and responsibilities, to promote children's welfare and safety
- ensure staff are deployed appropriately to supervise children to keep them safe
- risk assess and identify all aspects of the premises that need to be checked to remove or minimise potential hazards to children.

On 13 April 2022, the provider responded to the action/s set. We found that the provider had ensured staff attend training; improved their understanding of deploying staff appropriately and risk assessments to keep children safe. 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](#).