

Complaint about childcare provision

Ref: EY542836/5168034

Date: 16 June 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 26 May 2022, we received concerns that the provider was not meeting some of these requirements.

During regulatory telephone calls 27 May 2022 and 30 May 2022 and scrutiny of documents provided by the setting . 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 13 June 2022

- deploy staff to ensure that children are effectively supervised including that children are always within sight and/or hearing.
- ensure parents are informed of any accident or injury sustained by the child on the same day so that further medical help can be sought to ensure the well being of the child.
- ensure staff have a clear understanding of their roles and responsibilities to ensure the safety and welfare of children in their care.

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

On 14 June 2022 the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of the deployment of staff and supervision of children, in addition we found they have improved their understanding of recording accidents and notifying parents promptly. We also found that staff have improved their knowledge of their roles and responsibilities and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).