

Complaint about childcare provision

Ref: 2634430/5195720

Date: 20 July 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 29 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 20 July 2022, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken action to put this right.

We found that the provider has implemented staff training to improve the procedures for identifying and responding to accidents and incidents. The provider has updated risk assessment procedures and trained staff in how to minimise risks to children. The provider has also implemented additional staff training on supervising children. This included how staff deploy themselves, particularly when outdoors, to ensure children are safe.

However, we found that the provider failed to notify us of a significant incident. This means the provider did not meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event.

The provider will be able to give parents further information about this.

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](#).

