

Complaint about childcare provision

Ref: EY541899/5158228

Date: 5 August 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 11 and 12 July 2022, we received concerns that the provider was not meeting some of these requirements. .

On 12 July 2022, the provider notified us of a complaint which had been received which included an allegation against a member of staff. 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 any allegations of harm or abuse against a person working with children.

On 1 August 2022, we carried out a regulatory visit. 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 22 August 2022:

- ensure forms relating to safeguarding referrals are completed fully, with action taken and the outcome
- ensure concerns about children are reported to the agencies with statutory responsibilities without delay
- ensure there is an effective system in place to demonstrate how parents are notified of accidents and injuries on the same day, or as soon as reasonably practicable
- ensure risk assessments are effective in identifying hazards for children and swift action is taken to remove them
- ensure staff manage children's behaviour in an appropriate way and that the lifting and carrying of children is conducted in an appropriate manner
- ensure accurate registers are maintained which include recording the child's key person and their arrival and departure times

- ensure staffing arrangements meet the needs of all the children, in particular those aged under two

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).