

Complaint about childcare provision

Ref: EY441200/5212920

Date: 23 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 21 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 25 July 2022, the provider notified us of a significant event. 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.

On 10 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 August 2022:

- improve staffing arrangements to ensure children are adequately supervised and their safety is prioritised

- ensure parents and other agencies are accurately informed of any injuries sustained by children within the required timescales, and improve the contents of the first aid box so they are appropriate for use with children

- improve staff's understanding of how to assess and manage risks, to ensure the resources and premises are safe for children to use

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

On 18 August, the provider responded to the actions set. We found that the provider had improved staff's understanding of how to manage risks and how to keep the premises safe for children. The provider has improved the procedures to record and report injuries sustained by children and has replenished the first aid boxes. In addition, the provider has improved the arrangements for staff to supervise children.

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](#).