

Complaint about childcare provision

Ref: EY500106/5177447

Date: 24 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 7 June and 11 July 2022, we received concerns that the provider was not meeting some of these requirements. On 8 June 2022, the provider notified us of a child having an accident at the setting.

On 19 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

- ensure that the designated safeguarding lead liaises with local statutory children's services and with the Local Safeguarding partners
- respond in a timely and appropriate way if inappropriate behaviour is displayed by members of staff
- keep a written record of accidents or injuries and first aid treatment given, and inform parents on the same day or as soon as practicable

Actions needed by 26 September 2022

- implement effective systems for the development of staff practice so that training and professional development opportunities are effective and improve the quality of education
- ensure that staff know each child's abilities and use this information to plan experiences, which are relevant and help each child progress in their development
- ensure that staff understand and implement effective practice to help children develop language and communication skills

We also found that the provider had not informed Ofsted of an allegation made against a member of staff. Through discussion with the manager, they were able to demonstrate a suitable knowledge of what requires notification to Ofsted and in what timescale. We found that individual funding received for children in their care had not been used effectively. Through discussion the manager was able to explain how funding would be used in the future to meet the needs of children.

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

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](#).

