

## **Complaint about childcare provision**

Ref: EY498073/5201720

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](http://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 6 July 2022, the provider notified us that a child had been left inside the setting and was unsupervised for a few minutes while staff and other children were outside.

On 12 July 2022, the provider notified us that a child had sustained a serious injury while at the setting. The notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event and of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

On 18 July 2022, we received a concern that the provider was not meeting some of the statutory requirements.

On 16 August 2022, we carried out a regulatory visit. We found that 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 5 September 2022:

- ensure that the records of accidents or injuries are accurately completed and contain all relevant information
- ensure you notify local child protection agencies of any serious accident or injury to, or the death of, any child while in your care, and act on any advice from those agencies.

On 14 August 2022 the provider responded to explain the steps they have taken, including that individual staff training has been completed and is ongoing in relation to the correct procedures for writing accident forms. Also that accidents and incidents are monitored so that any patterns or concerns are highlighted and room leaders are now more involved in the accident monitoring process.

The provider has also notified the local authority of a recent serious injury to a child and have updated their accident or injury reporting procedures. We are satisfied with the actions taken by the provider.

### **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](#).