

Complaint about childcare provision

Ref: 106232/5224739

Date: 7 October 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 3 May 2022, the provider notified us that a child was noted to have an unexplained injury and had reported concerns to appropriate outside agencies. 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 a significant event. On 3 May 2022, 3 August 2022 and 15 August 2022, we also received subsequent concerns that the provider was not meeting some of these requirements.

On 25 August 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 21 September 2022:

provide suitable nappy changing facilities that consider the safety and privacy of children

implement effective recruitment procedures to ensure all required suitability checks are completed

improve knowledge and understanding of when to inform Ofsted of changes to the committee and the nominated individual so that Ofsted can complete their suitability checks.

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

On 21 September 2022, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of providing suitable nappy changing facilities that consider children safety and privacy. The provider has completed safer recruitment training and will use a checklist for any future recruitments. The provider has informed us of the new nominated person and changes to the committee.

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](#).