

Complaint about childcare provision

Ref: EY424052/5238969

Date: 8 November 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 23 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 15 September 2022, we carried out a regulatory telephone call. On 20, 21 and 31 October 2022 we carried out further regulatory telephone calls and viewed documentation. We found the provider was not meeting some of the requirements and had taken action to put this right for some requirements but not others. The provider had made changes to risk assessments and procedures. The provider had also ensured that staff received training to be able to fully understand their roles and responsibilities. However, the provider was not meeting some of the other 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 11 November 2022:

- ensure that accurate records are written for all accidents or injuries to a child while in the care of the setting,
- ensure that the designated practitioner responsible for safeguarding children fully understands their role and responsibility, including in the event of an allegation being made against a member of staff.

On 11 November 2022, the provider responded to the actions set. We found that the provider had reviewed their accident reporting procedure to minimise the risk of inaccuracy.

We found that the provider had taken steps to improve their knowledge and understanding of the role of the designated practitioner responsible for safeguarding 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](#).