

Complaint about childcare provision

Ref: 134351/5268799

Date: 10 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 3 October 2022, we received concerns that the provider was not meeting some of these requirements. We also received a notification from the provider of an accident that had occurred at the setting and a subsequent complaint received by the provider. 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 1 November 2022, we carried out a regulatory telephone call and viewed documentation. On 9 November 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 25 November 2022:

- ensure that all information is shared with parents, particularly when their child has been involved in an accident or incident at the setting,
- improve knowledge and understanding of the actions to take in the event of an allegation being made,
- ensure the safety of children by minimising the hazards in the dining room caused by the number of resources being stored insecurely at height,
- ensure that the suitability of any person who has regular contact with children has been checked.

On 29 November 2022, we carried out a visit to check compliance with the welfare requirement notice. We found the provider had responded to all the above actions set. We found that the provider had improved their knowledge of allegation management and information sharing with parents. We also found that the provider had organised their provision to ensure that stored resources do not pose a risk to children's safety. The

provider had also taken steps to ensure the suitability of adults who have regular contact with 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](#).