

## **Complaint about childcare provision**

Ref: EY548259/5342684

Date: 13 January 2023

### **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 11 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 January 2023, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

On 6 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements but had taken action to put this right. The manager had held discussions with staff and reviewed the procedures for completing accident records. This means parents will receive accurate and detailed information about any accidents involving their children.

In addition, we found the provider was not meeting some of the requirements and we have issued action 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 16 January 2023:

- improve the way risks are identified and managed, specifically in children's bathrooms, to help staff keep children safe.

We will monitor the provider's response to ensure the action is successfully completed.

On 11 January 2023, the provider responded to the action set. We found that the provider had developed their risk assessments and made changes to the children's bathroom facilities. 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](#).