

Complaint about childcare provision

Ref: 2526418/5318074

Date: 6 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 <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 24 November 2022, the provider notified us of a serious injury to a child in their care. 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 serious accident, illness or injury to, or death of, any child whilst in their care, and of the action taken.

On 1 December 2022, we also received concerns that this provider was not meeting some of the requirements.

On 4 and 6 January 2023, we carried out regulatory telephone calls. We found that the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give further information about this.

Actions needed by 20 January 2023:

- demonstrate a secure understanding of the notification requirements for any serious accident, illness or injury to, or death of, any child in your care and of the action taken
- ensure that all staff understand their roles and responsibilities to implement risk assessment procedures at all times
- implement effective induction and monitoring procedures to ensure that all staff are following health and safety requirements including risk assessments within their roles.

On 20 January 2023, the provider responded to the actions set. We found that the provider has reviewed staff induction and monitoring procedures. This supports staff to better understand their roles and responsibilities particularly when implementing risk assessment procedures and health and safety requirements. Daily safety checks are also now completed by staff to identify any potential hazards. Managers have also updated their understanding of the notification requirements for any serious accident, illness or injury to, or death of, any child in their care.

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](#).