

## **Complaint about childcare provision**

Ref: EY389436/5370392

Date: 27 February 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 8 February 2023, we received concerns that the provider was not meeting some of these requirements relating to, staff: child ratios, accidents, safeguarding, managing children's behaviour and partnership with parents and/or carers. On 10 February 2023, the provider notified us about the same matter. 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 relating to children's health.

On 15 February 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of these requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. Actions needed by 28 February 2023:

ensure children are adequately supervised at all times and remain within sight and hearing of staff and always within sight or hearing to ensure their safety

make sure a written record of accidents or injuries are kept and parents and/or carers are informed in a timely manner

ensure agencies that have statutory responsibilities for children's welfare are notified in the event allegations of serious harm or abuse are made to support effective partnership working with external agencies. We will monitor the provider's response to ensure the action is successfully completed.

The provider is still registered with Ofsted.

On 27 February 2023, the provider responded to the action set. We found that the provider has taken appropriate action to ensure children are adequately supervised by staff. The provider has taken steps to reduce the height of a piece of essential equipment to improve visibility and supervision. The provider has taken steps to amend the system for recording incidents and accidents and supported staff on how to complete the new forms. The provider has worked collaboratively with external agencies and understands the importance of notifying all relevant agencies when needed. The provider has attended specific training to refresh their knowledge of the roles and responsibilities of staff designated to take the lead role in safeguarding children at the nursery.

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](#).