

Complaint about childcare provision

Ref: 2715991/5381795

Date: 21 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 February 2023, the provider notified us of an accident occurring on the premises. 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 any accident, injury or death of a child while in their care.

On 3 and 7 March 2023, we carried out two regulatory telephone calls. We found the provider was not meeting some of the 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 17 March 2023

- ensure the current accident or injury procedure is extended to include notifying local child protection agencies of any serious accidents, injury or death of a child and act on any advice from those agencies
- make certain that all members of staff, including managers have a clear understanding of their roles and responsibilities in relation to reporting serious accidents, injury or death of a child to local child protection agencies.

We will monitor the provider's response to ensure the actions are successfully completed.

On 21 March 2023, the provider responded to the actions set. We found that the provider had improved their knowledge of the setting's accident and injury procedures and that she had made certain that all members of her staff have a clear understanding of these procedures and their role to report serious accidents, injury or death to local child protection agencies. The provider now fully understands their responsibilities.

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](#).