

Complaint about childcare provision

Ref: EY552010/5498887

Date: 15 August 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 13 July 2023, the provider notified us that a child had sustained a serious injury while at the setting. 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 serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

On 26 July 2023, we received a concern about the same incident and also that the provider was not meeting some of the legal requirements.

On 11 August 2023, we carried out a regulatory visit. 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 1 September 2023:

- ensure you comply with minimum staff-child ratios at all times. For children aged two years there must be at least one member of staff for every four children and for children aged under two years there must be at least one member of staff for every three children
- take all reasonable steps to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risks in relation to the unused boat and stacked wooden sleepers in the outdoor play area
- support all staff to undertake appropriate training and professional development opportunities to ensure they fully understand and implement the policies and procedures of the setting, including the settings accident or incident procedure
- ensure that written records of accidents or injuries and first aid treatment given are completed accurately and contain all relevant information.

The provider responded to Ofsted to say that staff have received refresher training

regarding how to ensure that staff-child ratios are maintained, and in particular, not to admit additional children once the maximum ratio has been reached.

The provider has removed the boat and stored wooden sleepers from the outdoor play area, reducing possible risks to children.

Staff have received refresher training around the policies and procedures of the setting, including the accident or incident procedure and how to record accidents, incidents and any first aid treatment given, accurately.

We are satisfied with the action taken by the provider.

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](#).