

Complaint about childcare provision

Ref: EY432713/5482724

Date: 28 July 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 6 July 2023 we received concerns that the provider was not meeting some of these requirements.

On 10 July 2023, the provider notified us of a significant event. 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.

On 19 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

The provider will be able to give parents further information about this.

Actions needed by 13 September 2023:

- ensure children are always adequately supervised
- ensure accident records are fully completed with details of treatment, signed, and dated
- ensure managers and staff receive induction training to understand their roles and responsibilities

- ensure managers and staff receive effective supervision to support them in their roles.

On 15 September 2023, we conducted a monitoring visit and found that the provider had responded to the actions set. We found that the provider had improved their systems to ensure children were always supervised. They had updated their accident reporting procedures. The provider had further developed their induction process and now holds regular staff supervision sessions.

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](#).