

## **Complaint about childcare provision**

Ref: EY478216/5434056

Date: 14 June 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 02 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 12 May 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 2 June 2023:

- ensure you inform parents/and or carers of any accident or injury sustained to a child on the same day or as soon as is reasonably practicable.
- ensure referrals are made where there are concerns about a child without delay
- ensure you keep records for the safe and efficient management of the setting, in particular ensuring accident records are fully completed.

On 8 June 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions.

We found that the provider has now taken steps to reduce the risk to children. They have reviewed their safeguarding policy and made changes to this to ensure referrals are made without delay when there are concerns about a child. The provider has implemented effective measures to ensure accident records are completed and parents are informed on the same day or as soon as is reasonably practicable of any accidents or injuries which are sustained by children.

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](#).