

Complaint about childcare provision

Ref: EY477640/5669039

Date: 19 April 2024

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 27 February and 5 March 2024, we received concerns that the provider was not meeting some of these requirements. Additionally, on 4 March 2024, the provider notified us that a child sustained an injury. This notification means that the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event.

On 3 April 2024, we carried out a regulatory event. Managers confirmed that a young child sustained an injury after falling from a low-level chair and they have carried out an internal investigation. The investigation found that, at the time of the incident, staff were not supervising children closely. Managers have taken action to ensure a similar incident does not occur in the future. For example, they have deployed staff more effectively during activities. The provider will be able to give parents more information about this. We are satisfied with the action taken by the provider.

During the visit, we found staff to supervise children closely. As a result, children are in sight and/or hearing at all times. Staff forge positive bonds with children, which helps them to feel settled and assured. Staff are good role models for children and deal with any behavioural issues in a sensitive and appropriate manner. Consequently, children learn how to understand their own feelings and those of others. Children are very well behaved and display high levels of engagement, which has a positive impact on their learning and progress. If children display any unwanted behaviour, such as biting, staff monitor children closely. This helps them to identify any triggers that prompt this behaviour. Staff also implement effective strategies and work in partnership with parents. During the visit, we found that all information about children is maintained in a secure and confidential manner.

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](#).