

Complaint about childcare provision

Ref: EY453563/5831358

Date: 1 October 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 18 September 2024, we received concerns that the provider was not meeting some of these requirements.

On 27 September 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 11 October 2024:

- demonstrate how you will implement and make use of the procedure in place for reviewing, evaluating and preventing accidents to children, in order to enhance your risk assessment procedure

The provider responded to say that they have now added the monthly analysis of accidents, undertaken by managers, as an agenda item at monthly staff meetings, to raise all staffs awareness of the importance of monitoring of accidents and incidents as part of the risk assessment procedure.

We are satisfied with the action taken by the provider.

The provider will also be implementing a procedure for checking that recorded accidents have been saved onto the electronic system, for parents to access on the day. Parents are also informed verbally about accidents or injuries to their child, on the day they occur.

The provider has ensured that a system has been implemented so that staff are clear about appropriate resources for each age group, with a clear progression of when additional resources are to be introduced.

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](#).