

Complaint about childcare provision

Ref: EY331030/4889919

Date: 16 November 2021

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 9 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 November 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 5 December 2021:

- ensure there are written records of incidents where children sustain an injury at the setting
- improve staff understanding of how unexplained injuries to children present a potential safeguarding concern.

On 25 November 2021, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The provider has improved policies and procedures to ensure that there are now written records of incidents that take place in the setting.

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](#).