

Complaint about childcare provision

Ref: EY481578/5216593

Date: 22 September 2022

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 the 26 July 2022, we received concerns that the provider was not meeting some of the requirements.

On the 16 and 21 September 2022, we carried out a telephone regulatory call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 5 October 2022:

- take action to ensure all staff have appropriate training, skills and knowledge so they have a clear understanding how to meet their roles and responsibilities, with particular regard to recording and reporting accidents

- implement effective arrangements for supervision of staff to provide coaching and support to assure leaders that staff are consistently fulfilling requirements of their role and meeting the needs of children

- ensure arrangements are put in place to maintain records and obtain and share information with parents and staff with particular regard to accident records/reporting

and health care plans of children with medical conditions

- ensure registers for children accurately record attendance.

On the 10 October 2022, the provider responded to the actions set. We found that the provider had reviewed policies, procedures and processes at the setting. Monitoring action has been undertaken to assess staff's knowledge. This is to demonstrate they have an improved and secure understanding in how to fulfil the requirements of their roles and responsibilities to safeguard children. We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider is still registered with Ofsted.

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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](#).