

## **Complaint about childcare provision**

Ref: EY553661/5300647

Date: 12 January 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 10 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 29 November 2022, 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 14 December 2022:

- ensure the designated safeguarding lead develops a greater understanding of the settings safeguarding policy by increasing their knowledge about what to do if an allegation of abuse is made against themselves or a member of the staff team
  
- keep an accurate written record of accidents or injuries and the first aid treatment provided.

We will monitor the provider's response to ensure the actions are successfully completed.

On 15 December 2022, we visited the provider to monitor the actions set. We found that the designated safeguarding lead had improved their knowledge and understanding about what to do if an allegation of abuse is made against themselves or a member of the staff team and now fully understands their responsibilities. Additionally, the provider has made changes to how staff record accidents and injuries. They have also discussed with the staff team the appropriateness of the first aid treatment provided.

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](#).