

## **Complaint about childcare provision**

Ref: 2502122/5434011

Date: 5 June 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 3 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served 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. The provider is still registered with Ofsted.

Actions needed by 23 June 2023:

- implement a policy and procedure, that is in line with the local safeguarding referral procedures, to safeguard children
- ensure that leaders and staff are aware of the safeguarding policy and have a secure understanding of safeguarding issues
- ensure that staff promote good health and hygiene practices to reduce cross infection
- ensure staff promote the good health of children with regard to sun safety

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

On 23 June 2023 the provider responded to the actions set. We found that the provider had implemented a safeguarding policy that is in line with local referral procedures. Furthermore, leaders and staff have improved their knowledge and understanding of child protection procedures and now fully understand their responsibilities. Staff have improved hygiene and care routines. Children's health is promoted through effective handwashing and comprehensive sun safety procedures.

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](#).