

Complaint about childcare provision

Ref: EY552410/5496940

Date: 11 August 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 July 2023, we carried out a regulatory visit. 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 11 August 2023:

- ensure that there is an up-to-date safeguarding policy and procedures, which are in line with the those of the local safeguarding partnership
- complete an approved course of training in paediatric first aid
- establish information sharing with other settings children attend to ensure children's welfare and learning needs are consistently met
- establish a secure understanding of your responsibilities under the Data Protection Legislation to ensure that information about children is managed correctly to meet legal requirements.

On 11 August 2023, the provider responded to the actions set. We found that the provider had reviewed and improved their safeguarding policy, ensuring it is in line with the guidance and procedures of the local safeguarding partnership. The provider has completed paediatric first aid training. They have established procedures for information sharing with other settings children attend. The provider has developed their knowledge and understanding of their responsibilities under the Data Protection Legislation.

We are satisfied the provider has met the safeguarding and welfare actions raised.

This 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](#).