

Complaint about childcare provision

Ref: EY484861/5523673

Date: 15 September 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 31 August 2023, we received concerns that the provider was not meeting some of these requirements. On 1 September 2023, the provider notified us of an incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 14 September 2023, 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 28 September 2023:

- ensure that the provider notifies agencies with statutory responsibilities without delay if they have concerns about a child's safety or welfare
- ensure that every child's care is tailored to their individual needs
- ensure that all medication is stored correctly and any medication that is no longer required is disposed of safely
- ensure that risk assessments inform staff practice so that risks are identified and managed
- ensure that records on individual children are maintained to inform staff practice and keep children safe
- ensure that children's records are retained for a reasonable period of time after they have left the setting.

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

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](#).