

## **Complaint about childcare provision**

Ref: EY486678/5515993

Date: 30 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](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 7 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 22 September 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 23 August 2023:

- ensure staff consistently protect children from the sun so that risks to children's health and safety are minimised

Actions needed by 29 August 2023:

- ensure that accurate records are maintained and shared with other professionals, where there are concerns about children's well-being, in a timely manner
- ensure records, specifically those relating to staff, are easily accessible and available to individuals who have a right or professional need to see them

Actions needed by 11 September 2023:

- ensure staff are fully aware of the different indicators of abuse so that they are able to identify signs of abuse at the earliest opportunity.

On 4 and 18 September 2023, the provider responded to the actions set. We found that the provider had improved staff knowledge of possible indicators of abuse. They had also ensured that records relating to child protection concerns were more accurately completed and shared with relevant agencies, without delay, when necessary. The provider had reminded staff about the settings sun protection policy and was monitoring practice to ensure these procedures were being implemented appropriately. Accessible records, including those relating to staff, have now been made available. 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](#).