

## **Complaint about childcare provision**

Ref: 2717400/5518940

Date: 1 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](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 23 August 2023, we received concerns that the provider was not meeting some of these requirements. On 30 August 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

improve risk assessment procedures to ensure children are not exposed to any hazards 29 Sep 2023

improve knowledge and understanding of managing allegations against staff 29 Sep 2023

implement a policy and procedures for administering medication to children that promotes their good health 29 Sep 2023

ensure a named deputy is in place who is qualified and capable to take charge in the absence of the manager 29 Sep 2023

ensure safe sleeping arrangements are in place for children that meets their individual needs 29 Sep 2023

On 05 October 2023, the provider responded to the actions set. We found that the provider had improved their risk assessment and medication procedures, safeguarding knowledge and there is a deputy nursery manager in place. 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](#).