

Complaint about childcare provision

Ref: EY289831/5532663

Date: 6 October 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 12 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued a notice to improve. The provider will be able to give parents further information about this.

Actions needed by 13 October 2023:

- ensure all staff, including the designated safeguarding lead, understand and implement the safeguarding policy and procedures in line with guidance from the local safeguarding partners. This includes robust record keeping and the procedures for reporting safeguarding concerns to the appropriate agencies.
- ensure that there are effective health and safety arrangements in place to prevent the spread of infection.

On 16 October 2023, the provider responded to the actions set. We found the provider had taken steps to improve their knowledge and understanding of their roles and responsibilities for safeguarding matters, including who to contact when concerns are raised. Refresher safeguarding training for all staff is underway. The provider has taken steps to improve staff's understanding of accurate and timely record keeping.

The provider has improved arrangements for health and safety to prevent the spread of infection. They have updated their knowledge on the guidance of exclusion periods for infection and illness. Handwashing and hygiene routines have been reviewed so that they are in line with the nursery's hygiene policy on the prevention of infection.

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](#).