

Complaint about childcare provision

Ref: 147514/5514523

Date: 18 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 16 and 25 August 2023, we received two separate concerns that the provider was not meeting some of these requirements.

On 5 October 2023, we wrote to the provider. We shared with them the concerns we had received and asked them to carry out an internal investigation. We requested they respond to a number of questions. On 12 October 2023, the provider shared their findings with us.

We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed and improved their medication procedures. This included adding information to headcount sheets to provide key reminders to those responsible for the oversight of medication. Accident procedures have been reinforced as part of staff induction to help ensure that these procedures are understood by all staff. The provider took action to improve their collection procedures at the end of the sessions. The provider has introduced an additional member of staff to be available at home time to help improve the safe supervision of children at busy times.

The provider will be able to give parents further information about this. 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](#).