

Complaint about childcare provision

Ref: EY339394/5593458

Date: 9 January 2024

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 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 December 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 29 December 2023:

- accurately maintain all records which ensure the safe and efficient management of the setting, and help ensure the needs of all children are met, specifically records regarding any information related to safeguarding
- improve partnerships with parents by obtaining prior permission for any specific intimate health care provided to individual children.

On 14 December 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The provider has reviewed how they record safeguarding information and staff have completed training on the new procedure to follow. They have also updated wording on their parent permissions and consent forms. 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](#).