

## **Complaint about childcare provision**

Ref: EY389436/5583984

Date: 21 March 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](https://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 8 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued action for the provider to take.

Action needed by 28 February 2024:

- ensure staff understand their role in continuously identifying and minimising risks within the environment to keep children safe.

The provider will be able to give parents further information about this.

On 26 February 2024, the provider responded to the action set. We found that the provider had retrained all staff on identifying and minimising risks within the environment. Additionally, further procedures have been put in place to ensure management have a greater oversight of the safety of the environment throughout the day.

We are satisfied the provider has met the safeguarding and welfare actions raised.

Following this, on 13 February 2024, we received further concerns that the provider was not meeting some of these requirements.

On 1 March 2024, we carried out a regulatory telephone call which was followed by a regulatory visit to the setting on 20 March 2024. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has now put effective systems in place to ensure information about children's allergies are clearly recorded and shared with staff. Additionally, further processes have been put into place to make procedures for managing children's allergies more robust. Records have also been updated to ensure administration of any medication is recorded so parents can be informed of when it has been administered.

We have also issued an action for the provider to take, as we found the provider was not meeting a requirement.

Actions needed by 10 April 2024:

- ensure records are easily accessible and available

The provider will be able to give parents further information about this.

On 27 March 2024, the provider responded to the action set. We found that the provider had improved their record keeping systems to ensure records are easily accessible on request.

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](#).