

Complaint about childcare provision

Ref: EY550406/5680272

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 26 March 2024, we completed a regulatory visit. We found the provider has robust procedures in place for checking the suitability of staff. Children are provided with meals, snacks, and drinks that are healthy, balanced and nutritious. Leaders obtain information about children's dietary requirements and parents are informed about what food children have eaten each day. Leaders implement appropriate policies and procedures to support children's behaviour.

We found that the provider had not met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted within the required timescales of significant events.

We found that the provider was not meeting some of the requirements and had taken action to put some of these right. The provider has updated the procedures for recording accidents and injuries. Policies have been updated to ensure all accidents and injuries, including minor accidents are logged and parents and/or carers are informed of any accident or injury on the same day as, or as soon as reasonably practicable after.

We also found that the provider was not meeting some other requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 23 April 2024:

- ensure the safeguarding policy reflects guidance and procedures of the local safeguarding partners, in particular the timescales for raising any concerns about children's welfare.

On 23 April 2024, the provider responded to the action raised. The provider has worked with local authority advisors to update the setting's safeguarding policy to ensure this reflects the guidance and procedures of the local safeguarding partners. Leaders have trained all staff in

how to follow the setting's safeguarding policy.

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](#).