

Complaint about childcare provision

Ref: 2575771/5739643

Date: 18 June 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 24 and 28 May 2024, we received concerns that the provider was not meeting some of these requirements. On 10 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and issued actions for the provider to take. Although not linked to the original concerns, we also found the provider had failed to notify Ofsted of a change to the person managing the provision, which is a requirement of their registration.

Actions needed by 17 June 2024:

- ensure the safeguarding policy includes clear information about how cameras and other electronic devices with imaging and sharing capabilities are used in the setting, as well as mobile phones
- ensure that staff receive thorough induction training that includes information about safeguarding and child protection, so that they have an up to date knowledge of safeguarding issues
- comply with other legal duties, including food hygiene regulations to ensure the hygienic preparation of food for children.

On 12 June 2024, the provider responded to the actions set. We found that the provider had updated the mobile phone policy and staff handbook to include information about how cameras and other electronic devices with imaging and sharing capabilities are used in the setting. The provider had ensured that use of the kitchen now complies with food hygiene regulations and staff had been booked onto safeguarding training. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).