Complaint about childcare provision

Ref: EY480202/5753813

Date: 28 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 12 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 26 June 2024, 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. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 10 July 2024:

- improve risk assessments to ensure all risk are identified and managed, particularly in regard to the safe storage of medication
- ensure the deployment of staff in the preschool room is effective in meeting the needs of all children
- take action to ensure that all staff are trained to understand the settings safeguarding policy and procedures, regarding visitors to the setting and the use of mobile phones.

On 10 July 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures, safe storage of medication, and effective deployment of staff.

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.