

## **Complaint about childcare provision**

Ref: EY320318/5839467

Date: 17 December 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](http://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 27 September 2024, we received concerns that the provider was not meeting requirements relating to Food and drink, Accident or injury, Changes that must be notified, Training and skills, Key person, Staff:child ratios and Complaints.

On 5 December 2024, we carried out a regulatory visit. We found that the provider had met some of the safeguarding and welfare actions but not others. Leaders and staff gather detailed information from parents to understand children's specific needs before they start the nursery. Information such as dietary needs, is shared with the school catering staff. Additionally, staff receive training in food hygiene, first aid and in understanding children's allergies. We found that following a recent incident, the provider had taken immediate action. The provider reviewed their lunchtime routines and their risk assessments. This provided clear information and processes to help ensure that all staff, including agency staff, can meet children's specific dietary needs. The provider will be able to give parents further information about this. Additionally, during the regulatory visit on 5 December 2024, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we issued an action for the provider to take.

Action needed by 23 December 2024

- ensure that a written record of accidents and first aid treatment is kept.

On 19 December 2024, the provider responded to the action set. We found that the provider has reviewed and updated their procedures for recording accidents and incidents and ensures this is implemented. The settings electronic systems for recording information about the child has been aligned with that of the schools. All staff have received additional training to help them understand their roles and responsibilities in relation to the recording of accidents and incidents. Leaders and managers undertake close monitoring of staff's practice to ensure that such records are kept. 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](#).