

Complaint about childcare provision

Ref: EY336961/5847398

Date: 15 October 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 8 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; staff: child ratios; health; supporting and understanding children's behaviour; and safety and suitability of premises, environment and equipment.

On 11 October 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. The provider will be able to give parents further information about this.

Actions needed by 28 October 2024:

- ensure child protection procedures are consistently implemented and monitored, with specific regard to maintaining clear information about children's pre-existing injuries
- ensure staff fully understand the correct procedures to follow if safeguarding concerns are identified about a child.

On 21 October 2024, the provider responded to the actions set. We found that the provider had improved their records relating to recording and monitoring existing injuries to children. Safeguarding training is continuing to be rolled out to all staff, to ensure they are fully aware of their roles and responsibilities. Leaders and managers now have procedures in place to monitor staff safeguarding knowledge and implementation of their policies and procedures.

The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).