

Complaint about childcare provision

Ref: EY367235/5306983

Date: 7 February 2023

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 2 September 2022, 17 November 2022, and 25 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 October 2022, we carried out a regulatory telephone call. We also liaised with other agencies and conducted a regulatory visit on 2 February 2023. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 23 February 2023:

- make effective use of training to improve safeguarding policy and procedures, including responding in a timely and appropriate way to unexplained injuries
- maintain a record of accidents and injuries and ensure information is shared with parents as soon as it is reasonably practicable
- maintain a daily record of the names of children cared for at the premises and their hours of attendance
- improve knowledge and understanding of responsibility to maintain appropriate records and share information effectively with parents and professionals to ensure the safe management of the setting
- maintain a written record of complaints and the outcome.

On 21 February 2023 the provider responded to the actions set and on 28 February provided additional evidence to clarify the action taken. We found that the provider has completed training to improve their knowledge of safeguarding matters. The provider has improved the processes for maintaining a record of accidents and injuries and knows about her responsibility to share information with parents and professionals. The provider understands her responsibility to maintain a record of complaints. 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](#).