Complaint about childcare provision

Ref: 2508019/5648266

Date: 15 April 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 31 January and 13 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of these requirements.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 April 2024:

-ensure that the policies and procedures to keep children safe are understood and implemented correctly including in relation to any allegation against staff

- take steps to ensure that staff understand their roles and responsibilities to keep children safe and how to identify signs and symptoms of child abuse

- ensure all staff complete accident and injury forms for all children and parents are aware of what first aid has been administered to the children.

On 30 April 2024 we carried out a regulatory visit. The focus of the visit was to check if the provider met had the safeguarding and welfare actions raised in the welfare requirements notice. We found the provider has improved their reporting of children's accidents if/when they occur at the setting, and when children attend the setting with any pre-existing injuries. The staff are aware of their roles in checking and reporting children's injuries. The provider has also improved their understanding of child protection procedures, including the reporting of allegations if/when they may be made against staff.

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.