

Complaint about childcare provision

Ref: EY295684/5782114

Date: 2 August 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 17 and 18 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 July 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider had already taken action to meet some of the requirements. The provider has reviewed their procedures for supporting children with special educational needs and/or disabilities. Further staff training has taken place and monitoring arrangements for children with SEND have been enhanced.

We have also issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 13 August 2024:

- ensure all staff follow the correct procedures in relation to the recording of accidents, so that practice is consistent and communication with parents is effective.

On 2 August 2024 the provider responded to the action set. We found the provider had taken robust action in relation to their accident procedures. Accident forms have been reviewed, staff have received coaching on the recording of accidents and monitoring

arrangements have been further enhanced.

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](#).