

Complaint about childcare provision

Ref: EY429507/4222855

Date: 21 May 2019

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 9 May 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 16 May 2019 where we found no evidence of any breaches in relation to the concerns raised. The provider will be able to give parents further information about this.

However, although it was not part of the original complaint, we did find that a member of staff whose suitability had not been fully verified as references were still outstanding, had been left alone unsupervised with the children. We issued the provider with a notice of action to improve requiring them to take the following action:

ensure that staff whose suitability has not been fully verified, do not have unsupervised contact with children.

On 22 May 2019, we received further concerns that a person not known to the nursery had gained entry onto the nursery premises without being challenged. This is a breach of EYFS requirements under premises, which states providers must take all reasonable steps to prevent unauthorised persons entering the premises. We contacted the provider and made them aware of this concern. They acknowledge that it did happen and the circumstances leading up to the incident. Appropriate steps have now been put into place to ensure this does not occur again.

We have received a satisfactory response to the action 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).