

Complaint about childcare provision

Ref: EY422536/4298286

Date: 4 September 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 30 July and 1 August 2019 we received concerns that this provider was not meeting some of these requirements. We visited the nursery on 14 August 2019. We found that some parents and children did not know their allocated key person. We have served a notice to improve. 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. The provider is still registered with Ofsted.

The following actions must be addressed by 28 August 2019:

improve the key person approach to ensure all children and their parents are familiar with their allocated key person, to enable a settled relationship for the child and build a relationship with their parents.

We received a response to the action that explains what this provider is doing to help children and parents build relationships with their key person to help children settle and ease transitions to a new room or other setting.

On 23 and 27 August 2019 we received further concerns that this provider was not meeting some of the legal requirements, including support for children with special educational needs or disabilities and in relation to confidentiality. We looked into these concerns and found the provider has taken steps to review plans for individual children and made adjustments to the environment. The provider has sought training opportunities to support staff's understanding of physical invention. However, training was not immediately available. We found the provider has regard to the Special Educational Needs Code of Practice.

In addition, we found that information was shared with a third party. We have served a notice to improve. 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. The provider is still registered with Ofsted.

The following actions must be addressed by 11 September 2019:

ensure all staff understand the need to protect the privacy of the children in their care and that information relating to the children is handled in a way that ensures confidentiality.

On 12 September 2019 the provider shared the action taken to reaffirm staff knowledge of maintaining privacy to ensure confidentiality when sharing information. 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](#).