

## **Complaint about childcare provision**

Ref: 503883/4240850

Date: 12 July 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](http://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 28 May 2019, we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice of action to improve which asks them to take the actions below in the timescale set out.

Actions agreed by 25 July 2019:

ensure that all staff, including the designated person for safeguarding, fully understand and implement the nursery's safeguarding and child protection policies

ensure that information relating to children's safety and welfare is shared with the appropriate agencies without delay

ensure that records of staff suitability checks are fully maintained, including details of criminal records checks, the dates they were completed and who requested them

ensure that an accurate daily record of children's hours of attendance is maintained.

We conducted a further visit to the nursery on 3 September 2019 to check that the provider had taken effective action. We found that while the provider had taken some effective action, they were still in breach of 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 24 September 2019:

ensure that all staff, including the designated person for safeguarding, fully understand and implement the nursery's safeguarding and child protection policies

ensure that all reasonable steps are taken to improve the security of the premises so that unauthorised people can not gain access to the nursery.

On 25 September 2019, we conducted a further visit to monitor the provider's compliance with the welfare requirements notice. We are satisfied that the provider had taken prompt and effective action to address the actions. The provider remains 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](#).