

Complaint about childcare provision

Ref: EY449600/4323675

Date: 2 October 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 4 September 2019 we received concerns that this provider was not meeting requirements.

On 1 October 2019 we visited the nursery and found that requirements relating to the concerns raised to Ofsted were being met. However, we found that the setting was not meeting all requirements, including one previously raised in a Notice to Improve on 8 February 2019. Ofsted has served a Welfare Requirements Notice that asks 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.

Actions needed by 15 October 2019:

ensure people whose suitability has not been checked through the Disclosure and Barring Service, are not left unsupervised with children at any time

improve all staff understanding of the government's statutory guidance 'working together to safeguard children 2015' and ensure that all concerns relating to children's welfare are referred immediately to the relevant agency.

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.](#)