

Complaint about childcare provision

Ref: EY480954/4287524

Date: 4 November 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 the 15 and 19 July 2019, we received information that raised concerns that the provider was not meeting some of the requirements. We received further information on 02 September 2019 and a notification from the provider on 03 September that raised further concerns. The notification means that the provider met their legal responsibility to notify Ofsted of significant events. Following this we carried out an unannounced visit to the setting on 04 September 2019. We have issued the provider with a notice to improve that requires them to take the actions below by 25 September 2019. The provider will be able to give parents further information about this.

Actions needed:

- ensure that ongoing risk assessments are robust to identify and address any specific issues promptly
- maintain compliance with the health and safety legislations and ensure that the premises are safe and suitable for the children
- ensure that staff training, and induction is robust, and staff have a clear understanding of their roles and responsibilities
- ensure that staff understand and implement the setting's procedures with relation to maintaining confidentiality of children's records.

On 18 September 2019, we received further information which raised concerns about the organisation of the nursery. We reviewed this information and suspended the provider's registration, while we made enquiries into their continued suitability to provide childcare. We completed our enquiries and lifted suspension on 20 January 2020, as we found that the grounds for suspension no longer apply.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years commencing on the date we complete our investigation.

For further information please read the Early years compliance handbook which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-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](#).