

Complaint about childcare provision

Ref: 2519685/4559345

Date: 21 August 2020

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 18 August 2020 we received concerns that this provider was not meeting some of these requirements. The provider failed to notify Ofsted that a child was able to leave the nursery unsupervised. This means that the provider did not meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event that put a child's safety at risk. We have served a Notice to Improve that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider took immediate action to secure the premises and is still registered with Ofsted.

Action needed by 28 August 2020:

- review the safeguarding procedures to ensure that Local Safeguarding Children Board requirements are followed at all times.

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](#).