

## **Complaint about childcare provision**

Ref: EY477379/4563173

Date: 2 September 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](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 24 August 2020, we received information which raised concerns that the provider was not meeting some of these requirements. On the 27th August we conducted an unannounced visit and found that the provider was not meeting all of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

ensure that all staff, understand the safeguarding policies and procedures, with particular regard to allegations against staff and their whistleblowing procedures – by 16 September 2020.

review staffing arrangements to ensure the named deputy manager has the relevant knowledge and understanding to fulfil all aspects of the role and is capable to take charge in the manager's absence, including providing guidance and support to others in the event of a safeguarding concern being raised– by 16 September 2020.

We conducted an unannounced visit to the nursery on 17 September 2020 to monitor the action taken by the provider. We found that the provider had taken sufficient steps to meet the actions. 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](#).