

Complaint about childcare provision

Ref: EY289832/4575206

Date: 6 October 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 21 September 2020, we carried out a regulatory telephone call. On 30 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right.

Action taken by the provider:

- improvements have been made to the systems for sharing information with parents and for sharing information with the children's next setting so children's needs can be met
- knowledge and understanding of their responsibility to notify Ofsted of any allegations of harm by someone working on the premises has been developed.

We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 9 October 2020:

- ensure that staff follow the nursery's safeguarding procedures, especially in relation to any unexplained absences of children
- ensure staff taking medication, that may affect their ability to care for children, have sought medical advice that confirms they are able to work with children
- ensure systems in place for checking the suitability of staff are effective in keeping children safe, in particular that staff are aware of what they must disclose to the provider as part of their ongoing suitability discussions/reviews.

On 14 October 2020, the provider shared information with Ofsted about the action they had taken to meet the requirements. We found that the provider had improved their safeguarding procedures in relation to unexplained absences of children. The provider had

put systems in place to check staff taking medication are able to work with children and also improved their systems for checking staff's ongoing suitability in order to help keep children safe.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).