

Complaint about childcare provision

Ref: EY401871/4578882

Date: 7 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 3 September 2020, the provider notified Ofsted about a significant event that took place at another nursery in the providers chain. The notification means that the provider met their legal responsibility, as set out in the Statutory framework for the early years foundation stage, to notify Ofsted. On 23 September 2020 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 14 October 2020 include the bullet point below:

- ensure that all staff understand their role and responsibility to keep children safe, with particular regard to health and safety issue
- take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed effectively
- ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed.

An unannounced monitoring visit was completed on 16 October 2020 where the actions were identified as met. 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](#).