

## **Complaint about childcare provision**

Ref: 2595853/4871146

Date: 8 September 2021

### **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 17 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 1 and 2 September 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements 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. The provider is still registered with Ofsted.

Actions needed by 6 October 2021:

- ensure the lead practitioner for safeguarding receives appropriate guidance and training to gain knowledge and skills to be able to support other staff to safeguard children on an ongoing basis
- improve induction and training to help staff understand their roles and responsibilities within the nursery and to be able to carry out their roles effectively
- ensure there is an adequate number of appropriately qualified staff to work directly with children, to meet children's care and learning needs
- ensure staff who handle food receive appropriate training in line with food hygiene to keep children healthy and safe.

We will monitor the provider's response to ensure the actions are successfully completed.

### **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](#).