

Complaint about childcare provision

Ref: EY435253/4828847

Date: 18 October 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 July 2021 and 15 October 2021, we carried out regulatory telephone calls. 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.

Action needed by 05 November 2021:

- ensure the designated safeguarding lead understands and follows the procedures to report any concerns about staff in line with the guidance of the local safeguarding partnership.

On 22 October 2021, the provider responded to the action set. We found that the provider had ensured the new manager's understanding of the need to report allegations to the appropriate authorities. We are satisfied the provider has met the safeguarding and welfare action raised.

Additionally, on 02 August 2021, the provider notified us of an incident at the nursery. 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 of significant events.

On 30 August 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Staff have completed training to improve their knowledge and understanding of risk assessment, the accident procedures, and staff deployment to supervise children closely at all times.

The provider will be able to give parents further information about this. 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](#).