

## **Complaint about childcare provision**

Ref: EY430947/5134451

Date: 19 April 2022

### **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 11 April 2022, we received concerns that the provider was not meeting some of these requirements. On 14 April 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served welfare requirements notices. 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 11 May 2022:

- ensure that all staff receive induction training to help them understand their roles and responsibilities, especially when taking over lead roles
- ensure all reasonable steps are taken to prevent unauthorised persons entering the premises
- ensure that risk assessments are robustly completed by all staff to ensure the environment remains safe and secure for children
- ensure that the record of complaints is available to Ofsted on request
- ensure that records, such as safeguarding logs, are accessible to those people who need them and for Ofsted to see on request.

On 11 May 2022, we completed a visit to assess how the provider had responded to the welfare requirement notices. We found that the provider had completed induction processes

for all management. In addition, they have implemented regular update sessions for management to refresh their knowledge. The importance of keeping the gates secure has been shared with staff and parents, and the gates have new signage reinforcing this. Risk assessments have been updated and staff now ensure all environments that children use are safe. Nursery managers now have easy access to the records they need, such as complaints and safeguarding logs.

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](#).