

Complaint about childcare provision

Ref: EY560246/5188242

Date: 30 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 27 June 2022, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 11 July 2022:

- develop risk assessments to keep all children safe and secure in the nursery, with specific focus on security, and ensure staff understand how to effectively identify risks
- ensure parents/carers are provided with detailed and accurate information about their children and relevant procedures, specifically in relation to children who have gone away from the setting unsupervised.

On 11 July 2022, the provider responded to the actions set. We found that the provider had improved the risk assessments to keep children safe. The provider has updated the procedures for sharing information with parents and now fully understands their responsibilities. 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](#).