

Complaint about childcare provision

Ref: EY341970/5163472

Date: 2 August 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 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 23 May 2022, we carried out a regulatory telephone call. 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.

Actions needed by 20 June 2022:

- ensure children are not able to leave the premises unsupervised
- ensure information is shared with relevant authorities with statutory responsibilities without delay
- ensure that information is shared with parents, so that they are fully informed about their children's care
- improve knowledge and understanding of changes that need to be notified to Ofsted.

On 28 July 2022, the provider responded to the actions set. We found that the provider has reviewed the security of the nursery. They have reviewed the procedure to follow in the event of significant incidents. They have improved their knowledge and understanding of changes that need to be notified to Ofsted.

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](#).