

Complaint about childcare provision

Ref: EY538983/5228044

Date: 14 September 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 08 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 01 September 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.

Actions needed by 09 September 2022:

- tighten the procedures for the use of nursery mobile phones to ensure that staff are not able to access them for personal use
- ensure that staff do not use their personal mobiles in rooms used by children.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

On 21 September 2022, the provider responded to the actions set. We found that the provider had improved their procedures for the use of nursery mobile phones, including enhanced security and monitoring of their use. Staff have been reminded of the policy regarding the use of their personal mobile phones in the setting.

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.