

## **Complaint about childcare provision**

Ref: EY499219/5235557

Date: 20 October 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 18 August and 20 September 2022, we received concerns that the provider was not meeting some of these requirements. In addition, on 15 September 2022, the provider, notified us of a serious accident to a child. The notification means that on this occasion the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 18 October, we carried out a regulatory visit. We found that although the provider had taken some action to make improvements, they were not meeting all of the requirements. We have issued actions for the provider to take. In addition, the provider failed to notify Ofsted of a change of a significant event and a change of manager within the specified timescales. As a result, on this occasion they did not meet their legal responsibility as set out in the Statutory framework for the early years foundation stage.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 2 November 2022:

- ensure risk assessments are effective in identifying and managing risks and are understood and implemented consistently throughout the nursery
- ensure the safeguarding policies and procedures are understood and are consistently implemented by all staff to support children's safety and welfare
- improve the arrangements in place to deal with any complaints, and ensure complainants are provided with an accurate account of the outcome of any investigations within the specified timescales.

We will monitor the provider's response to ensure the actions are successfully completed.

On 24 October 2022, the provider responded to the actions set. We found that they had reviewed the settings policies and procedures, specifically in relation to safeguarding, risk assessments and complaints. The provider has provided training for all staff to ensure that they have a greater understanding of their responsibilities.

The provider has explained, in their response, their intention to monitor the implementation of the setting's policies and procedures to ensure that staff follow these consistently.

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](#).