

Complaint about childcare provision

Ref: EY151885/5252181

Date: 10 November 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 8 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 October 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 19 October 2022:

- ensure that the designated safeguarding lead understands the nursery's safeguarding policy and follows correct procedures in the event of an allegation being made against a staff member
- ensure that any staff member whose suitability has not been checked do not have unsupervised contact with children
- follow robust recruitment processes to ensure that all staff working with children are suitable to fulfil their roles and responsibilities
- ensure that staff are deployed well across the nursery to meet the qualifications requirement
- ensure that there are enough staff in daily to meet the ratios requirements

- improve knowledge and understanding of significant events and changes that must be notified to Ofsted and the required timeframe to do so.

On 18 October 2022, the provider responded to the actions set. We reviewed the provider's response and found that steps had been taken to ensure that the designated safeguarding lead now understands the nursery's safeguarding policy and procedures, and that staff without suitability checks do not have unsupervised contact with children. The provider has also improved recruitment processes to ensure that all staff are suitable and that they are deployed well across the nursery to meet the qualifications and ratio requirements. In addition, the provider has improved their knowledge and understanding of matters that must 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](#).