

Complaint about childcare provision

Ref: 2636802/5263031

Date: 2 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 23 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 26 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 18 November 2022:

- ensure all staff improve their safeguarding knowledge, particularly with regard to the correct procedures to follow when an allegation is made against anyone working with children
- ensure all staff working with children have an enhanced criminal records check and do not provide any personal care before this is obtained
- improve the key person system to ensure that staff know their key children and are able to meet their key children's individual needs, particularly, when children are new to the setting or require more attention
- ensure that children have access to stimulating resources based on their interests to help them learn and progress.

On 13 November 2022, the provider responded to the actions set. We reviewed the provider's response and found that steps had been taken to ensure that all staff now understand the nursery's safeguarding policy and procedures, and that staff without suitability checks do not provide any personal care before this is obtained. The provider has also improved key person system to ensure staff meet children's needs. In addition, the provider has ensured that children have access to stimulating resources based on their interests. 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](#).