

Complaint about childcare provision

Ref: EY386421/5271913

Date: 4 December 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 6 October 2022, the provider notified us of a significant event. The notification means that 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. We also received concerns that the provider was not meeting some of these requirements. We attempted to complete a regulatory telephone call, however the provider was not contactable. On 28 November 2022 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out.

Actions needed by 16 December 2022:

- ensure policies and procedures are implemented consistently and effectively, especially with regards to risk assessments to help identify and manage any potential hazards that hinder children's safety
- ensure there is a record of staff qualifications, identity checks and vetting processes that have been completed
- ensure records are accessible and available, including evidence of staff suitability and evidence of who has a current paediatric first aid certificate
- ensure information is shared with parents, particularly when their child has been involved in an accident or incident at the setting
- ensure a daily record of children's hours of attendance is kept.

The provider will be able to give parents further information about this.

The provider notified us that they had taken the decision to close the nursery, meaning that Ofsted were unable to monitor the actions. The nursery's registration has since been cancelled.

The provider is no longer 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](#).