

Complaint about childcare provision

Ref: EY306300/5362546

Date: 8 February 2023

Summary of outcome

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Our reference 5362546/ EY306300

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 30 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 2 February 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements' notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 13 February 2023:

- ensure the lead practitioner for safeguarding understands the correct procedures to follow when concerns are raised about a staff member's practice

- ensure all staff are trained on how to manage children's behaviour appropriately so that

restraints should only be used when a child's safety is in danger

- implement robust systems to identify and support children who have additional learning needs, to help ensure that their needs are met
- improve systems for sharing information with parents, particularly, those whose first language is not English, and ensure all parents understand the procedures they need to follow to raise their concerns about the nursery.

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

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](#).