

Complaint about childcare provision

Ref: 400112/5371238

Date: 23 February 2023

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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 February, we carried out a regulatory visit. 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 24 February 2023:

- ensure that concerns about children's safety and welfare are referred to local children's social care services without delay
- ensure that there is effective communication with parents, with specific regard to sharing relevant information about any safeguarding concerns appropriately
- maintain accurate records and ensure information is communicated effectively between managers to protect children's welfare and to ensure the efficient management of the nursery
- ensure that there is an accurate daily record of the children being cared for and of each child's key person.

At the regulatory visit on 20 February, we also found that the provider had failed to notify Ofsted of two significant events, which is a requirement of their registration. The provider is still registered with Ofsted.

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

On 1 March 2023 we carried out a regulatory visit and 9 March 2023 a regulatory telephone call. We found the provider had responded to the actions set. We found that the provider

had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities where safeguarding concerns are raised. The provider had addressed procedures in relation to sharing effective information with parents and to maintain accurate records to protect children's welfare. Improvements had also been made to the recording of children's daily attendance.

We are satisfied the provider has met the safeguarding and welfare actions raised. However, at the regulatory call on 9 March 2023, we found that the provider had failed to notify Ofsted of the change to the person who is managing the early years provision, which is a requirement of their registration. 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](#).