

Complaint about childcare provision

Ref: EY555574/5458982

Date: 26 June 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-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 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 June 2023, 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 28 June 2023:

- ensure safeguarding allegations made against a member of staff are reported to the local authority designated safeguarding officer (LADO) within the required timescales
- ensure all staff are alert to issues of concern in a child's home life, including non-attendance without explanation or inability to make contact with parents, and that any concerns about a child's welfare are acted on in a timely manner
- ensure that children are unable to leave the premises unsupervised and check that staff implement the nursery's child collection policy.

On 4 July 2023, the provider responded to the actions set. On 24 July 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions. We found that the provider has improved their understanding of the responsibility to notify relevant agencies, within required timescales, about safeguarding allegations against staff. The provider has taken appropriate steps to ensure that staff understand how to identify and act upon concerns for children's welfare, including issues relating to their home life or non-attendance. The provider has taken appropriate steps to ensure that children do not leave the premises unsupervised and staff consistently implement the nursery's child collection policy.

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](#).