

Complaint about childcare provision

Ref: EY551366/5560254

Date: 7 November 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 12 October 2023, we received concerns that the provider was not meeting some of these requirements. On 31 October 2023, we carried out a regulatory visit to the setting. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has completed a thorough review of the nursery's sun-safety policies and has ensured that all staff understand how to implement the procedure, to help minimise risks to children.

We also found that the provider was not meeting some other requirements.

Action needed by 21 November 2023:

- ensure that induction procedures help staff to understand the nursery's policies and procedures, particularly, the nursery's safeguarding arrangements
- ensure that the designated safeguarding lead understands their role and responsibilities in following up on safeguarding concerns in a timely manner, and keeping appropriate records that are available to all those that may require access to them
- ensure that staff are deployed in a way that meets the needs of all the children present.

On 15 November 2023, the provider responded to the action raised. The provider has updated the induction procedures for staff. All staff have been trained in how to follow the setting's safeguarding policy. The designated safeguarding lead has been provided with training to support them to understand their role and responsibilities. Senior leaders have supported in the embedding of this knowledge through safeguarding briefings and coaching opportunities. Leaders have reviewed the deployment of staff and the nursery environments to ensure the needs of all children present are met.

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

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](#).