

Complaint about childcare provision

Ref: EY481996/5644450

Date: 4 March 2024

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 26 January 2024 and 20 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 01 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has put plans in place to improve procedures for the supervision of children, particularly when transitioning between indoor and outdoor play.

We found the provider was not meeting other requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 15 March 2024:

- implement an effective safeguarding policy and procedure that is in line with local procedures for managing allegations made against staff
- provide the designated persons for safeguarding with training on how to respond to allegations made against a member of staff
- ensure accurate and sufficiently detailed records are kept and maintained to ensure the safe and effective management of 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](#).