

Complaint about childcare provision

Ref: EY449315/5662224

Date: 26 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 19 February 2024, we received concerns that the provider was not meeting some of these requirements. On 7 March 2024, the provider notified us of a safeguarding issue. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 11 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. 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.

Actions needed by 25 March 2024:

- ensure that robust risk assessments are implemented and that the risk assessment process is effective in identifying and removing all potential hazards

- improve the oversight of the nursery to ensure that staff receive the support and training they need to improve their practice, including how to manage children's behaviour consistently and effectively.

On 22 March 2024, the provider responded to the actions set. We found that the provider has taken action to remove and repair hazardous items. They have reviewed and implemented new written risk assessments, including improving staff's knowledge and understanding of identifying and removing any risks immediately. We found the provider has improved the arrangements for monitoring staff's practice to ensure training and support is effective. Staff, including the senior leadership team, now fully understand their roles and

responsibilities.

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](#).