

## **Complaint about childcare provision**

Ref: EY271635/5719576

Date: 26 June 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](http://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 29 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 April 2024, the provider notified us about a serious accident at the nursery. 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 10 June 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 19 June 2024;

- ensure that any information shared with parents and other professionals involved in children's care is accurate
- maintain accurate records for the safe and efficient management of the setting, with particular regard to records relating to the welfare of children.

On 19 June 2024, the provider responded to the actions set. We found that the provider had improved their procedures for recording and sharing information with parents and other professionals, to ensure that the information is accurate.

We are satisfied the provider has met the safeguarding and welfare actions raised.

On 12 June 2024, the provider notified us about an allegation against a member of staff. 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 allegations.

Following this, we found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 12 July 2024:

- improve staff's knowledge and understanding of safeguarding, with particular regard to when concerns are raised about members of staff
- ensure robust safeguarding procedures are implemented in a timely manner to promote children's welfare.

On 26 June 2024, the provider responded to the actions set. We found that the provider had developed staff's understanding of safeguarding, with particular regard to when concerns are raised about members of staff. Staff are now aware how to implement effective safeguarding procedures to promote children's welfare.

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](#).