

Complaint about childcare provision

Ref: EY364529/5589961

Date: 4 December 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 13 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 November, we carried out a regulatory telephone call, and found that the provider was not meeting one of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 5 January 2023: -

ensure qualification requirements are met for staff working in the baby and younger children's room.

We will monitor the provider's response to ensure the action is successfully completed.

On 04 January 2024, we also received a notification from the provider advising us that an unauthorised person had entered the nursery building. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to report a significant event.

On 5 January 2024 and 12 January 2024, we carried out regulatory telephone calls. We found the provider had not met some of the requirements and had taken action to put this right. Risk assessments have been reviewed and immediate measures put into place to ensure the nursery building is secure, and that all staff are clear of their responsibilities.

We also found that the provider had not met a further requirement and have issued action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 31 January 2024 to

ensure local safeguarding procedures are followed in the event of any incident relating to the unsafe practice of adults who work with children.

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](#).