

Complaint about childcare provision

Ref: EY481996/5644450

Date: 25 July 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.

On 13 March 2024, the provider responded to the actions set. We found that the provider had trained staff on implementing the setting's safeguarding policies and procedures in practice, including the allegation management procedures. They had also provided staff with training on how to keep accurate and sufficiently detailed information and records. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 24 April 2024, we received concerns that the provider was not meeting some of legal requirements in the Statutory framework for the early years foundation stage. On the 03

May 2024, the provider notified us of a significant event. 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 any significant events, including those which are likely to affect the suitability of any person who cares for children on the premises.

On 11, 12, and 27 June and 18 July 2024, we received further concerns that the provider was not meeting some of legal requirements in the Statutory framework for the early years foundation stage.

On 24 July, we carried out a telephone regulatory event. 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 while transitioning between the indoor and outdoor areas. They have put new procedures in place to ensure staff are deployed effectively and remain vigilant and aware of children. They have improved their procedures for identifying and sharing information with parents about accidents and injuries children sustain while at the setting. They have also implemented new procedures to help them better meet children's dietary requirements.

We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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. The provider is still registered with Ofsted.

Actions needed by 01 August 2024:

- ensure accurate and sufficiently detailed records are kept and maintained to ensure the safe and effective management of the setting.

On 5 August 2024, we carried out a telephone regulatory event. We found that the provider had improved procedures for the completion of detailed records. These procedures had been shared with staff and further training provided to ensure they were aware how to complete all records. They have also put management checks in place so that they can continually monitor and evaluate the accuracy of records being completed and maintained.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).