

Complaint about childcare provision

Ref: 502871/5828719

Date: 11 November 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 16 September 2024, we received concerns that the provider was not meeting some of these requirements.

On 8 November 2024, we carried out a regulatory visit. We found that sufficient staff are deployed around the nursery to support the children. The provider has procedures and risk assessments in place. This information was shared with staff during their induction, team meetings and one-to-one supervision sessions. Information is gathered from parents about who can and cannot collect their children and password systems are established. This information is shared with staff and is revisited as children transition into the next room. The provider makes sure that staff know and understand their roles and responsibilities.

We found the provider was not meeting some of the requirements and had taken action to put this right. Following an incident when a family member was not asked for the password when they collected a child, the provider took immediate action. All staff were reminded that night via email of the importance of checking the identification of the person collecting a child. In addition, the policies and risk assessment around this have been revisited. The provider has discussed the arrangements with staff and, consequently they now understand their roles and responsibilities in keeping children safe. Ofsted is satisfied with the action taken. 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.