

Complaint about childcare provision

Ref: 2721075/5862862

Date: 6 December 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 25 October 2024, we received concerns that the provider was not meeting requirements relating to **safeguarding policies and procedures**.

On 20 November 2024, we carried out a regulatory visit. We found the provider was not meeting some 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.

Action needed by 4 December 2024:

- devise and implement policies and procedures on the action to be taken in the event of an emergency or when a child requires further medical attention

Additionally, during the regulatory visit on 20 November 2024, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. The provider took some action at the time of the visit to rectify these concerns. This included increasing the security of the outdoor area and ensuring that a fire exit remains clear.

In relation to the new areas of concern, on 20 November 2024, we issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 December 2024:

- ensure that staff and leaders follow the setting's own safeguarding policies and procedures regarding children's unexplained absences in the correct timescales
- ensure that staff robustly follow and implement risk assessment procedures, and highlight any risks or concerns to leaders.

On 3 December 2024, the provider responded to the actions set. We found that the provider had put into place appropriate arrangements in case of an emergency at the nursery. Leaders have ensured that all staff understand and follow the procedures for when children

are absent from the nursery for unexplained reasons. The policies for health and safety have been reviewed by staff, and their understanding of how to carry out risk assessments of the nursery has been checked and monitored by leaders. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the 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](#).