

Complaint about childcare provision

Ref: EY456178/5772735

Date: 19 September 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 <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 5 July 2024, 20 July 2024, 30 July 2024 and 12 August 2024 we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people, Qualifications, training support and skills, Key person, Staff:child ratios, Health, Safety and suitability of premises, environment and equipment and Information and record keeping.

On 28 August 2024, we carried out a regulatory visit. We found the provider had appropriate safeguarding policies and procedures in place and that all staff were suitable to work with children. Furthermore, the provider offers staff the appropriate training, support, and skills to fulfil their role and responsibilities. We also found that staff:child ratios were adequately maintained, and each child was allocated a key person. The suitability of the premises was reviewed and there were no health and safety concerns. In addition, information and record keeping was effectively in place.

However, we also found 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.

Action needed by 11 September 2024:

- ensure that risk assessment is effectively implemented by all staff, to reduce risks to children

On 2 September 2024, the provider responded to the action set. We found that the provider had reviewed risk assessment and adapted procedures to fit the needs of the nursery. This includes consideration for any new equipment added. The staff team have been updated on the new risk assessments and will also attend training to further upskill their understanding. Leaders will also continue to monitor the effectiveness of daily safety checks. The information gathered suggests that the provider is now meeting the requirements of their

registration. 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](#).