

Complaint about childcare provision

Ref: EY497602/4433363

Date: 4 February 2020

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 24 January 2020 Ofsted received concerns about the setting. On 30 January 2020, we carried out an unannounced visit. We found that effective procedures for the supervision of staff are not in place. Additionally, we found that the provider does not always ensure that there is a named deputy to take charge in the manager's absence. We have issued the provider a with a notice to improve. The provider is still registered with Ofsted.

Actions needed:

ensure arrangements are made for the effective supervision for all staff, including the manager, to provide support, coaching and training so that this promotes the interests of children

ensure there is a named deputy who is capable and qualified to take charge in the manager's absence by 13 February 2020.

The provider responded to the actions within the required timescales. We are satisfied with the actions taken.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).