

## **Complaint about childcare provision**

Ref: 2496930/4423495

Date: 3 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 13 January 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 28 January 2020 where we found requirements relating to staffing arrangements, the settling in of new children and staff supervision were not met. We have issued a Notice to Improve. This is a notice that requires the provider to take the actions below by 10 March 2020. The provider will be able to give parents further information about this.

Actions needed;

ensure that the staffing arrangements across the nursery consistently meet the needs of all children attending;

improve the current settling in procedures so that all key persons are able to offer their key children good quality experiences from the outset;

provide effective coaching and supervision for all staff to ensure that they have regular opportunities to discuss sensitive issues and share their views, and act on these as appropriate, to foster a culture of mutual support and team work across the provision.

The provider has written to us outlining the action that has been taken. We are satisfied that the provider has taken sufficient action to meet requirements. The provider remains 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 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](#).