

## **Complaint about childcare provision**

Ref: EY563271/4469331

Date: 24 April 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](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 4 March 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action required:

ensure that staff are effectively deployed to meet the needs of all children and ensure their safety; this relates to providing consistent and effective support for the youngest children in the nursery

By 9 April 2020

provide regular arrangements for the supervision of staff and ensure that this is effective in providing support, coaching and training for each practitioner.

By 9 April 2020

A suitable response has been received from the provider. We are satisfied that steps have been taken and the setting is working towards addressing the above actions. 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 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](#).