

Complaint about childcare provision

Ref: EY318803/4760243

Date: 26 October 2021

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 13 July 2021, we carried out an inspection and found the provider was not meeting some of the requirements of the 'Statutory framework for the early years foundation stage'. The overall effectiveness of the provision was judged to be inadequate requiring enforcement. The inspection report sets out the actions the provider was required to take to meet the requirements. The provider took immediate steps to close the nursery for a short period to address the actions.

On 29 September 2021, we carried out a regulatory visit. The focus of the visit was to check the provider had met the safeguarding and welfare actions, raised at their previous inspection.

We found the provider had ensured there is a manager in place for the safe management of the setting. Staff have received the necessary support and training to enable them to fulfil their responsibilities and work effectively together. This includes induction, safeguarding, medical and technical training. Safeguarding procedures are in place and key person arrangements have been reviewed to ensure that the individual needs of children are met. Mealtime routines for children, have improved and drinking water is readily accessible. New cleaning routines for the premises are in place to prevent the risk of cross infection. For example, the floors have been deep cleaned. The provider also improved their knowledge and understanding of managing written complaints, and now fully understands their responsibilities.

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 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](#).