

## **Complaint about childcare provision**

Ref: EY554816/5135967

Date: 9 May 2022

### **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 13 April 2022, we received a concern. We conducted a regulatory visit with the provider where we found that the provider was not meeting some of these requirements. We have therefore, issued a welfare requirements notice. On 19 May 2022, we carried out a monitoring visit and found that the provider had addressed all concerns. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 18 May 2022:

ensure that all areas of the nursery are safe and suitable for children's use

ensure that risk assessments are suitable to identify potential risks for children, such as keeping fire exits clear and removing damaged or sharp pieces of broken equipment

arrange staff deployment to meet the needs of children, particularly at mealtimes so very young have adequate supervision when eating

improve staff interactions with children so that children are not left upset and crying for long periods of time and their well-being and needs are met

provide the manager with adequate support in her role to develop, coach and mentor the staff team to improve their performance and ensure that time is not taken up with

administrative or building maintenance priorities.

### **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](#).