

Complaint about childcare provision

Ref: EY542834/5127124

Date: 13 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 1 April 2022, we received concerns that this provider was not meeting some of these requirements. On 28 April 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed

- ensure that the manager has appropriate knowledge, skills and understanding to fulfil their roles and responsibilities, and a capable and qualified deputy takes charge in the absence of the manager by 10 June 2022

- provide staff with training, support and coaching to raise the quality of their interactions with children and improve their teaching skills by 10 June 2022

- ensure that the curriculum is implemented effectively to build on what children know and can do and meets their needs, so all children benefit from experiences that help them to make good progress by 10 June 2022

- ensure staff consistently provide activities that are interesting, challenging and stimulating, so that children engage in purposeful play and are able to become motivated learners by 10 June 2022.

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On 18 May 2022, the provider responded to the actions set. We found that the provider had

employed an appropriately qualified manager and a deputy is able to take charge in their absence. The provider had identified training opportunities for staff to help build their knowledge and skills and develop ways to provide activities for children that challenge and support their progress, all of which had been completed. Managers had implemented a package of support for staff through regular visits to the nursery and had introduced peer observations to further support staffs' professional development.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 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](#).