

Complaint about childcare provision

Ref: EY281343/5178876

Date: 4 July 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 9 and 16 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 June 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.

Actions needed by 20 July 2022:

- ensure all staff understand their roles and responsibilities and follow the nursery's policies and procedures, in particular those for risk assessment and hygiene
- ensure staff are effectively deployed across the nursery to meet the qualification requirements to ensure that high quality education and care is provided
- ensure all staff consistently manage children's behaviour to support their understanding of age-related expectations and boundaries.

We reviewed the provider's response and found that they ensured staff had improved their knowledge and understanding of their roles and responsibilities, including in relation to hygiene arrangements, risk assessment, deployment and managing children's behaviour. 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](#).