

Complaint about childcare provision

Ref: 2681612/5240687

Date: 8 September 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 25 August 2022, we received concerns that this provider was not meeting some of these requirements. On 8 September 2022, we visited the nursery and found that the provider had taken some action but was not meeting two of the requirements.

We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

On the 23 September 2022 we conducted a monitoring visit and found that the provider had taken swift and effective action to address the weaknesses.

The provider will be able to give parents further information about this.

The provider remains registered with Ofsted.

Action needed:

improve the quality of staff's interaction with children so all of children's needs are effectively met

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ensure there is decisive supervision and support for staff to encourage them to rapidly improve their performance and build on their knowledge and skills.

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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](#).