

Complaint about childcare provision

Ref: 116180/5176559

Date: 18 August 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 6 & 13 June 2022, we received concerns that the provider was not meeting some of these requirements. On 10 August 2022 we carried out a regulatory telephone call. 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 by 16 September 2022:

- update the mobile phone policy and ensure staff do not use their personal mobile phones in the setting, including for nursery business
- ensure the DSL and staff at the setting improve understanding about child protection issues and the correct reporting procedures to follow, including if an allegation is made against a staff
- ensure staff are appropriately deployed to meet children's needs, including those children who do not require a nap/sleep time during the day.
- improve how you work with parents to ensure children's care is tailored to meet their individual needs.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).