

## **Complaint about childcare provision**

Ref: 2548553/5272518

Date: 6 February 2023

### **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 14 November 2022, we carried out an inspection and found the provider was not meeting some of these requirements.

The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 20 December 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection. We found the provider had met all but one of the safeguarding and welfare actions. All staff now have criminal records checks in place. A named deputy, who in the provider's judgement is capable and qualified, is now in place to take charge in the manager's absence. There are sufficiently qualified and experienced staff working with the babies. The provider has ensured that all required records are easily accessible and available for inspection as required. However, although plans were in place for the nursery manager to have supervision, these had not been implemented. This action was extended until 23 January 2023.

On 3 February 2023, the provider responded to the action set. We found that the provider had now implemented supervision for the nursery manager.

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.