

## **Complaint about childcare provision**

Ref: EY551193/5393214

Date: 22 March 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 9 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 14 March 2023, 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 by 24 March 2023:

- ensure that adult-to-child ratios are met at all times
- ensure staff are deployed effectively to meet the needs of every child

On 23 March 2023, the provider responded to the actions set. We found ratios are closely monitored by the nursery manager who is now supernumerary. Attendance records and shift patterns are planned in advance, with agency staff being pre booked as a minimum of a week in advance as required. Staff are deployed using their experience and skills set to ensure that the needs of the children are met. The supernumerary manager is available throughout the day to support the team where required and model best practice.

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](#).