

## **Complaint about childcare provision**

Ref: EY330793/5388254

Date: 24 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 2 and 3 March 2023, we received concerns that the provider was not meeting some of these requirements. On 23 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.

Actions needed by 20 April 2023:

- ensure that sufficient staff are available at all times of the day to meet requirements and ensure children's care needs are met
- ensure that staff deployment meets the needs of children, specifically when staff are required to complete other tasks, taking them away from working directly with children
- put in place effective arrangements for the supervision of staff to provide coaching and training that promotes the interests of children.

On 17 April 2023 the provider responded to the actions set. We found that the provider had reviewed their procedures for ensuring the effectiveness of staff availability and deployment. They had also put in place plans to provide all staff members with appropriate support and coaching. We are satisfied the provider has met the 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](#).