

## **Complaint about childcare provision**

Ref: EY543517/5415087

Date: 28 April 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 6 April 2023 we received concerns that the provider was not meeting some of these requirements.

On 24 April 2023, we carried out a regulatory visit. We found the provider was not meeting some 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 May 2023:

- implement effective risk assessments relating to safety to ensure indoor spaces are safe for children to use
- ensure that the nominated individual has effective systems in place for the supervision and support of the manager so that he continually improves his practice.

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

On 30 May 2023 we carried out an unannounced visit to the nursery to monitor the actions set. We found the provider has improved safety. For example, they have moved chemicals and creams to a newly fitted high shelf, which means they are inaccessible to children. New risk assessment checks have been implemented and these are completed by staff throughout the day. The nursery was seen to be safe for children to use. Furthermore, a new rolling programme of supervisions has been put in place, which includes regular supervisions for the manager. This means that any areas for development are identified and actioned promptly to improve 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](#).