

Complaint about childcare provision

Ref: EY465820/5347439

Date: 26 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 January 2023 and 15 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 22 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 March 2023:

ensure staff are suitably deployed to meet ratio requirements and children's individual needs, particularly in the baby/toddler room

train the nursery manager to ensure that they are able to recognise and respond to concerns about adult behaviour or allegations of abuse.

On 1 March 2023, the provider responded to the actions set. We found that the provider had checked systems and put measures in place to improve new leaders' understanding of requirements and procedures to follow. The provider had checked systems and helped new leaders understand how to deploy staff in a way that ensures there are always sufficient staff working with each group of children. We also found that the provider had taken a range of steps to reinforce the training for leaders on safeguarding matters, to help ensure associated procedures are followed appropriately.

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](#).