

Complaint about childcare provision

Ref: 2501163/5474407

Date: 24 July 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 26 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 July 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. 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 11 August 2023:

- ensure there is a manager or a named deputy taking charge of the nursery at all times

- ensure staff are deployed effectively in order to ensure children are supervised appropriately.

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

On 4 August 2023, the provider responded to the actions set. We found that the provider had put procedures in place to ensure a manager or deputy manager were on site. Furthermore, the provider has taken steps to ensure that staff are deployed appropriately to supervise children.

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](#).