

## **Complaint about childcare provision**

Ref: 2708012/5491391

Date: 17 October 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 18 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 11 October 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 26 October 2023:

- ensure that staffing arrangements and the deployment of staff consistently meet the needs of all children
  
- ensure that the member of staff in charge of the baby room has suitable experience of working with children under two years
  
- implement effective induction training for all staff to ensure that they have a clear understanding of their roles and responsibilities
  
- maintain an accurate written record of any accidents or injuries and, first aid treatment given.

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

On 26 October 2023, the provider responded to the actions set. The provider explained what steps have been taken to ensure that staff are deployed effectively within the nursery.

The manager and staff have received training to improve their knowledge, understanding and personal effectiveness.

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](#).