

## **Complaint about childcare provision**

Ref: EY218235/5592855

Date: 27 November 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 November 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 8 December 2023:

- ensure staff plan appropriate learning opportunities to meet the needs of children in the two- to three-year-old room, so that they are engaged in purposeful play and are supported effectively to make progress
- ensure managers have effective oversight of the practice in all rooms, in order to identify areas for development
- deploy staff effectively, to ensure that they provide consistent support for children's development, care and individual needs
- improve the organisation of mealtimes, with particular regard to children in the two- to three-year-old room, so that children understand what to do, and are not kept waiting for too long
- ensure all staff follow the nursery's behaviour management policy consistently to promote children's positive behaviour
- ensure children in the two- to three-year-old room always have access to drinking water
- put in place measures to improve the security of the outside area.

On 8 December 2023 the provider responded to the actions set. We found that the provider has taken prompt and appropriate action. They have provided staff with considerable additional support and training in teaching and learning, behaviour management and the

role of the key person. Additional staff have been appointed, and further support for the new management team has been put in place. New mealtime arrangements have been implemented and the impact of these has been monitored. New drink stations have been introduced in all rooms. Security has been improved with the installation of a new coded entry system.

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](#).