

Complaint about childcare provision

Ref: EY331082/5599734

Date: 30 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-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 24 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 29 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 14 December 2023:

- improve staff deployment across the nursery to ensure children's needs are met at all times

- ensure all staff are familiar with emergency evacuation procedures, and that these are practised regularly, in order to protect children and staff in the event of a fire or any other emergency

- ensure that daily risk assessment processes are sufficiently robust in order to minimise or remove any risks to children's safety

- maintain an accurate daily record of children's hours of attendance.

On 13 December 2023, the provider responded to the actions set. We found that the provider is working with the manager to support the effective deployment of staff. A full health and safety audit has been carried out and additional training has been completed on fire safety. Risk assessment processes have been enhanced. Procedures used to generate

attendance registers have been updated.

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](#).