

## **Complaint about childcare provision**

Ref: EY365933/5859224

Date: 19 November 2024

### **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 23 October 2024, we received concerns that the provider was not meeting some of these requirements relating to safety and suitability of premises, environment and equipment, staff: child ratios and the learning and development requirements.

On 29 October 2024, we carried out an unannounced 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 by 7 November 2024.

- ensure the provider acts swiftly to deal with all identified hazards in the environment that pose a risk to children, such as broken cupboard doors, furniture and unstable piles of old toys in the outdoor area.
  
- ensure all staff consistently identify and assess risks effectively, and take all appropriate steps to reduce potential hazards and risks to children
  
- ensure that leaders develop targeted supervision sessions to swiftly identify and address emerging weaknesses in practice and can support staff's well-being so that they continually improve their practice.

On 7 November 2024, the provider responded to the actions set.

The provider has removed all potential hazards to keep children and adults safe and intends

to act on any future risks identified by staff in a timely manner. The provider and staff have reviewed and improved how they reassess potential risks to children and adults throughout the nursery, including all outdoor areas. The manager has held meetings with each individual member of staff to confirm their roles and responsibilities to consistently keep children safe.

There are now processes in place to monitor the impact of support and training delivered to managers and staff to make sure it is effective and positively impacts the children's experiences and learning.

The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).