

Complaint about childcare provision

Ref: 2639352/5699753

Date: 17 April 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 4 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 16 April 2024, 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.

Actions needed by 23 April 2024:

- ensure staff are deployed effectively to meet the needs of the children and required ratio requirements
- ensure fire exits are clear from hazards, clearly identifiable and emergency evacuation procedures are clear to all staff

Actions needed by 30 April 2024:

- implement effective arrangements for the supervision of staff to ensure well-being is prioritised, staff have the opportunity to discuss their roles and responsibilities, and training needs are identified
- provide all staff, including those that are promoted into new roles, with an effective induction process which provides them with the information and support they need to enable them to successfully fulfil their roles and responsibilities
- implement an effective key person system, which is consistent throughout the nursery, to ensure staff know the children well and are able to meet their individual needs.

On 9 May 2024, we carried out a regulatory telephone call to identify if the provider had taken steps to meet the actions set. We found the provider has made changes to staff deployment to ensure children's needs are met and ratios requirements are adhered to. Fire

exits are clear from hazard and staff have received training on emergency fire procedures to ensure these are clear to all. Managers have implemented regular staff meetings and supervision discussions to ensure they have the opportunity to identify staff training needs, discuss roles and responsibilities and well-being. New induction procedures have been introduced to ensure staff have room-specific training alongside general roles and responsibilities to help ensure they have the skills and knowledge to successfully fulfil their roles. Managers have provided staff with training to upskill their knowledge of their role as a key person while also ensuring staff have a permanent room they are based in to enable them to better get to know children and meet their individual needs

The provider will be able to give parents further information about this. 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](#).