

Complaint about childcare provision

Ref: EY315896/5765669

Date: 19 July 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 <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 25 June 2024, we received concerns that the provider was not meeting some of the requirements.

On 18 July 2024, we carried out a regulatory visit. We found that provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give further information about this.

Action needed by 1 August 2024:

- ensure that staff arrangements are consistently effective in order to meet the needs of children at all times
- ensure that staff understand the setting risk assessments and use them to inform their practice effectively.

On 1 August 2024, the provider responded to the actions set. We found that the provider had implemented a new policy that better ensures staff are deployed effectively around the nursery. This also ensures that during times of staff sickness or unplanned absences the management team will be deployed within rooms to meet any shortfalls. Staff have been given copies of risk assessments to refresh their understanding. In addition, during observations of staff practice, managers will review the effective implementation of these risk assessments.

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](#).