

Complaint about childcare provision

Ref: EY338265/5249074

Date: 26 September 2022

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 5 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 13 September 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. There had been an occasion where children's needs were not met in respect of adequate nappy changing. In addition, parents had not been provided with sufficient information about their child's care. The provider has improved nappy changing procedures and all staff have received further training and supervision. Parent partnerships have been improved and parents now receive daily information about their child's care.

Additionally, during the regulatory visit on 13 September 2022, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new area of concern, on 14 September 2022, we issued an action 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 28 September 2022:

- improve knowledge and understanding of risk assessment and take all reasonable steps to minimise or remove risks in the nursery to keep children safe.

The provider has demonstrated that appropriate steps have been taken to meet the action raised.

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](#).