

Complaint about childcare provision

Ref: EY539502/5269017

Date: 2 May 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 3 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 30 January 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 27 February 2023:

- ensure a suitably qualified and experienced manager is in place

- ensure the required qualification ratios are consistently maintained

- improve hygiene procedures for nappy changing procedures and bathroom routines to ensure children's good health is promoted

- ensure every child has a key person to ensure their individual needs are met.

On 24 February 2023, the provider responded to the actions set.

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](#).