

Complaint about childcare provision

Ref: EY473831/5648140

Date: 25 March 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 24 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 14 March 2024, we visited the nursery and found that children and babies are cared for by a highly qualified staff team. Staff are nurturing in their approach. As a result, children and babies are extremely happy, settled and secure. Children and babies forge strong attachments with all staff, including their key person. This gives them a strong sense of belonging. Staff work harmoniously as a team, which creates a happy environment. Consequently, babies and children smile, giggle and thoroughly enjoy their time at the nursery.

Children and babies are safe and secure in the nursery. Staff undertake regular training and implement the nursery's policies well. For example, they offer good levels of supervision, which ensures that children and babies are in sight and/or hearing at times. The nursery premises are secure. As a result, children cannot leave the premises and unauthorised persons cannot gain access to the nursery building. All areas of the nursery are clean, well-presented and extremely child focused.

During the visit, we found that the provider did not notify Ofsted of a significant event. We discussed this with the managers and acknowledge that the provider had interpreted the event as not being notifiable to Ofsted. There is no impact on children and 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](#).