

Complaint about childcare provision

Ref: 2680882/5722711

Date: 27 June 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 1 May 2024, we received concerns that the provider was not meeting some of these requirements. On 20 June 2024, we carried out a regulatory visit. The focus of the visit was to check the provider was meeting the requirements in relation to the concerns received.

We found that adult-to-child ratios are met and sufficient staff caring for children are qualified. The nursery premises are secure and effective procedures are in place to ensure children's safety in the event of an emergency evacuation. Children are provided with wholesome meals, which helps to promote their good health. In addition, effective hygiene practices help to minimise the risk of cross-infection. For example, children's bathrooms are well stocked with toiletries, such as hand soap and drying facilities. Staff work closely with parents. They provide guidance to help promote children's communication and language skills. Staff also seek parental consent before taking children on any outings.

During the visit, we found the provider did not inform Ofsted about new directors, which is a requirement of their registration. The provider will be able to give parents further information about these points. 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](#).