

Complaint about childcare provision

Ref: 2498507/5865044

Date: 13 December 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 29 October, 3 December and 5 December 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people, Supporting and understanding children's behaviour and Safety and suitability of premises, environment and equipment.

On 9 December 2024, 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. In addition, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider is still registered with Ofsted. The provider will be able to give parents further information about this. Actions needed by 6 January 2025:

- ensure the premises, specifically the children's toilet areas are kept clean and hygienic to reduce the risk of cross infection
- ensure staff plan the curriculum to provide the youngest children with appropriately challenging and engaging experiences, particularly in the prime areas of learning.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 19 December 2024, the provider responded to the actions set. We found that the provider had improved the arrangements for ensuring the children's toilet areas are kept clean and hygienic. The provider has taken steps to ensure the curriculum is effective for the youngest children.

We are satisfied the provider has met the safeguarding and welfare and the learning and development 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](#).