

Complaint about childcare provision

Ref: EY420596/5684164

Date: 26 April 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 14 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 23 April 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. The provider will be able to give parents further information about this.

Actions needed by 30 April 2024:

- improve the arrangements for changing children's nappies, including when out on outings, taking into consideration where other children are playing and ensuring hygiene procedures are followed.

On 3 May 2024, the provider responded to the action set. The provider confirmed they have made changes to the nappy changing procedures. They now consider where children are playing before changing other children's nappies. In addition, the provider confirmed they ensure there are sufficient nappy changing facilities before taking children on outings.

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](#).

