

Complaint about childcare provision

Ref: EY477194/4170554

Date: 7 May 2019

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 4 March 2019 we received concerns that this provider was not meeting some of the EYFS requirements.

On 8 March 2019 we carried out an unannounced visit to the setting. During the visit we found evidence that the staff had carried out their own investigations in relation to the concerns raised and identified where some improvements could be made. They demonstrated to the inspector the prompt and effective steps they have taken and how the requirements for Safety and suitability of premises, environment and equipment, Staff:child ratios and Accident or injury were being met at the time of the visit.

However, during the visit we did find that the requirements for information about the provider and changes that must be notified to Ofsted were not met. We have issued a Notice to Improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 12 April 2019:

maintain a daily record of the names of the children looked after on the premises and their hours of attendance

improve knowledge and understanding of what must be notified to Ofsted, with particular regard to changes in the address of the provider and the name of the person who is managing the early years provision.

We are satisfied with the timely and appropriate response. The provider is still registered with Ofsted. The next visit will be an inspection.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).