

Complaint about childcare provision

Ref: EY403285/4451297

Date: 25 February 2020

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage' (EYFS) , 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 12 February 2020 we received concerns that this provider may not be meeting some of these requirements.

It was alleged that adult-child ratios were not being met resulting in an increase of accidents and injuries. We carried out an unannounced visit and found that there had been a change of management and some staff had left. We found no evidence to suggest a breach to adult-child ratios nor any increase in accidents. We found that Ofsted had not been effectively notified that a new manager had come into post. This is a breach of EYFS requirements.

We issued a notice to improve. This is a notice that asks the provider to take the actions below within the timescales set out. At the time of publishing this outcome summary, the provider had already begun to take appropriate action.

Establish effective systems for notifying Ofsted changes, specifically in relation to a new manager being appointed. This should normally be in advance, or as soon as is reasonably practicable, but always within 14 days. Forward details about the current manager to Ofsted immediately.

By 28 February 2020.

The provider responded appropriately within timescales. We then spoke to the provider and were satisfied that mechanisms were in place for effective notification to Ofsted. The provider remains registered.

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](#).