

Complaint about childcare provision

Ref: EY401190/4847098

Date: 19 August 2021

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 20 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 29 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

Actions needed by 20 August 2021

- provide all parents with information about the range and type of activities and experiences provided, daily routines of the setting, current staffing in the setting and the key person system.

We will monitor the provider's response to ensure the action is successfully completed.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 25 August 2021, the provider responded to the action set. We found that the provider had improved their knowledge of working in partnership with parents and now fully understands their responsibilities to share information.

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