

Complaint about childcare provision

Ref: EY493553/5379182

Date: 3 April 2023

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 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 10 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 24 March 2023:

- keep an accurate written record of accidents or injuries and first-aid treatment and ensure parents and/or carers are informed
- ensure the record of staff qualifications, identity checks and vetting processes that have been carried out, includes the Disclosure and Barring Service check number, date of issue and details of who obtained it
- ensure appropriate public liability insurance is in place.

Additionally, during the regulatory visit, we found that the provider had failed to notify Ofsted of a change of manager, which is a requirement of their registration.

On 16 March 2023, the provider responded to the actions set. We found that the provider has created a clear record of staff qualifications and the identity checks and vetting processes that have been carried out. Evidence of public liability insurance is available to view. The system for recording accidents, injuries and first-aid treatment has been amended to improve clarity. 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](#).