

Complaint about childcare provision

Ref: EY459045/5438509

Date: 31 May 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 10 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 May 2023, we carried out a regulatory telephone call and 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 8 June 2023:

- improve understanding of the requirement to inform Ofsted of significant changes including changes to the directors of the company
- ensure that you maintain appropriate records to ensure the safe and efficient management of the setting, particularly to be able to share information effectively with parents and other agencies regarding the times individual staff work at the setting.

On 30 May 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of their responsibility to notify Ofsted of significant changes. The provider has reviewed and improved processes to record the times that staff and volunteers work at the setting. 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](#).