

Complaint about childcare provision

Ref: EY473828/5461977

Date: 12 July 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 30 May 2023 and 8 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 June 2023, we carried out a regulatory telephone call. 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 7 July 2023:

- improve understanding of the requirement to inform parents, in a timely manner, of any accidents or injuries sustained by the child, to enable parents to continue children's care at home
- improve processes for sharing information with parents and carers to ensure the safe and efficient management of the setting and to ensure individual children's needs are met
- ensure that the key person system is effective to offer a settled relationship for the child and to build relationships with parents, particularly when a child starts attending the setting.

On 30 June 2023, the provider responded to the actions set. We found that the provider had improved processes for information sharing with parents and to inform them of accidents or injuries. The provider has reviewed and improved the key person system and the settling in processes when children start 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](#).