

## **Complaint about childcare provision**

EY435470/C329815

**Date:** 08/02/2018

### **Summary of complaint**

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](http://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 23 October 2017 we received concerns that this provider was not meeting some of these requirements. We served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

#### **Actions needed**

Implement an effective safeguarding policy and ensure that all staff understand the procedure to follow in the event of a safeguarding concern by 31 January 2018.

Ensure that the designated lead for safeguarding has sufficient knowledge and training to identify and respond appropriately to possible signs of abuse and neglect by 31 January 2018.

Ensure that staff have sufficient knowledge to identify possible abuse and neglect and follow the correct procedures in a timely manner by 31 January 2018.

Ensure that effective supervision provides coaching and support whilst promoting a positive safeguarding culture and gives staff the opportunity to share and discuss concerns regarding children's general well-being and child protection on a regular basis by 31 January 2018.

Implement an effective key person system to ensure that children's individual needs are met by 31 January 2018.

Maintain an accurate daily record of the hours that children attend by 31 January 2018.

We monitored the actions set on 2 February 2018 and are satisfied that the

provider has met the actions. The provider will be able to give parents further information about this. 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)