

Complaint about childcare provision

EY331503/C339622

Date: 22/03/2018

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 February 2018 we received concerns that this provider was not meeting some of these requirements. We found that leaders do not know to inform Ofsted of any allegations of harm or abuse by any person working on the premises. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Actions needed

improve staff's understanding of the safeguarding policy, in particular the signs that would cause them concern about a child's welfare and any allegations against staff and the processes to follow, by 4 April 2018

ensure all staff have current safeguarding knowledge, such as the Prevent Duty, by 4 April 2018

develop staff's knowledge of the behaviour management policy to help ensure that they are consistent in managing children's behaviour, by 4 April 2018

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