

Complaint about childcare provision

251762/C341615

Date: 27/03/2018

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.

We received information that raised concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the provider on 22 March 2018.

We have issued a Notice of Action 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.

Action needed by 20 April 2018.

3.6 Ensure that all staff understand and can follow the nursery's safeguarding policies and procedures, and ensure that all staff have up to date knowledge of safeguarding issues.

3.64 Ensure that all reasonable steps are taken to ensure children are not exposed to risks. Demonstrate how these risks are being managed. Risk assessments should identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

On 21 April 2018 the provider provided an appropriate response to

demonstrate that they are meeting these requirements. 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