

Complaint about childcare provision

EY359649/C342703

Date: 07/04/2018

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 22 March 2018 we received a notification from the provider that raised concerns that they were not meeting some of these requirements.

We carried an unannounced visit to the provider and as a result 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 18 April 2018

3.4 Ensure that child protection policies and procedures are in place, available and implemented. Ensure these are in line with the procedures of the relevant Local Safeguarding Children Board. Procedures must include the action to be taken when there are safeguarding concerns about a child; in the event of an allegation being made against staff, and cover use of mobile phones/cameras in the setting.

3.5 Ensure that the practitioner who is designated to take lead responsibility for safeguarding children attends a child protection course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

3.62 Ensure that procedures for arrival and collection of children are effective and ensure that children do not leave the premises unsupervised. Take all

reasonable steps to prevent unauthorised persons from entering the premises and ensure that the agreed procedure for checking the identity of visitors is adhered to at all times.

3.69 Ensure that records are easily accessible and available for inspection (with prior agreement from Ofsted these may be kept securely off the premises).

On 19 April 2018 the provider provided a detailed response to the actions set which demonstrated that they were meeting 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