

## **Complaint about childcare provision**

EY319269/C345444

**Date:** 08/06/2018

### **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 26 April 2018 we received concerns that this provider was not meeting some of these requirements. We have 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

ensure that all staff and managers have an up to date knowledge of safeguarding issues. In particular, in relation to strategies to protect children from abuse by 1 June 2018

implement effective policies and procedures to safeguard children without compromising their privacy, dignity and respect by 1 June 2018

ensure that children with special educational needs are supported and well prepared for their next stage in their learning by 1 June 2018

implement effective systems to ensure that staff performance is monitored regularly. Identify areas for further training, support or coaching to ensure that staff provide children with quality learning and developmental experiences by 1 June 2018

ensure that records are accessible for inspection by 1 June 2018.

On 4 June 2018 a compliance monitoring visit took place. We are satisfied

that the provider has taken steps to meet the requirements. The provider will be able to give parents further information about this. The provider remains 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)