

Complaint about childcare provision

127720/C347509

Date: 31/05/2018

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 the 18 May 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. The provider will be able to give parents further information about this.

Actions needed:

ensure child protection concerns are acted upon and reported to the appropriate agencies without delay, by 13 June 2018

make sure all staff have a secure understanding of safeguarding, in particular the procedures to follow with child protection concerns and allegations against staff, by 13 June 2018

improve the accident and incident processes to help identify and monitor any concerns about a child's welfare, by 13 June 2018

On the 14 June 2018, we carried out an unannounced visit to the setting. We found that the provider had met the Welfare Requirement Notice.

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