

## **Complaint about childcare provision**

EY385734/C341361

**Date:** 01/06/2018

### **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 8 March 2018, we received concerns that this provider was not meeting some of these requirements. On 8 May 2018, we visited the provider to assess whether the provider was meeting the requirements.

Following our visit, we served the provider with 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 by 20 June 2018:

ensure all leaders and practitioners have a full understanding of the safeguarding policy and procedures and know what to do if there are concerns about a child's safety or welfare

ensure risk assessments are used robustly to make sure children are safe at all times; this is with particular regard to the safety of emergency exits and preventing access to the cleaning cupboard.

An unannounced monitoring visit was completed on 21 June 2018 where the actions were assessed as met. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)