

Complaint about childcare provision

EY491451/C347453

Date: 03/07/2018

Summary of complaint

All early years providers must meet the legal requirements in the Statutory framework for the early year's foundation stage, which you can find at <https://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 17 May 2018, the provider notified us of a safeguarding allegation. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted of the action taken in respect of the allegations.

Ofsted liaised with the local authority designated safeguarding officer (LADO) and agreed to conduct a visit to the setting.

On 13 June 2018, an unannounced visit was conducted to the setting. We found the provider was not meeting requirements. We informed the provider that a notice to improve would be raised as follows:

ensure the safeguarding policy and procedures include the action to take when staff have whistle-blowing concerns

ensure that incident logs which record pre-existing injuries are detailed with discussions held with parents to ensure that explanations of injuries are recorded so that the monitoring of children's welfare is fully safeguarded

ensure all reasonable steps are taken to prevent unauthorised persons

entering the premises, this refers to the gate that leads from the garden out to the car park area

ensure concerns and complaints from parents and/or carers, receive a written outcome of your internal investigations into any concerns raised.

The provider took immediate action to address our notices to improve. The provider will be able to give parents further information about these matters.

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