

Complaint about childcare provision

Ref: EY482014/3754283

Date: 5 September 2018

Summary of outcome

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 31 July 2018 we received concerns that the provider was not meeting requirements. We visited the provider on 8 August 2018 and we served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the time scales set out. The provider will be able to give parents further information about this.

- ensure all staff understand the safeguarding policy and procedures, particularly what to do if a member of staff displays inappropriate behaviour or if there is an allegation against a member of staff by 4 September 2018

- ensure all staff understand their responsibilities in relation to safeguarding children, particularly in relation to reporting any concerns about inappropriate staff behaviour in a timely and appropriate way by 4 September 2018

- ensure that staff are confident in gathering the information they need to make informed decisions about potential safeguarding concerns, particularly in relation to injuries that children sustain away from the setting by 4 September 2018

- ensure supervision arrangements for staff are effective, providing opportunities to discuss confidential and sensitive issues, as well as supporting their professional development by 4 September 2018

- ensure induction training provides staff with the information and support to safeguard children, for example, supporting them to understand the whistle blowing policy and procedures by 4 September 2018

- ensure Ofsted are notified of any allegations of harm or abuse by any person looking after children within the required time frame by 4 September 2018.

We visited on 5 September 2018 and are satisfied with the action taken. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).