

Complaint about childcare provision

Ref: EY379442/C341089

Date: 6 November 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 6 March 2018 we received concerns that this provider was not meeting some of these requirements.

We have required the provider to take the actions below by 26 October 2018. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed

- ensure the policy, and procedures in place to safeguard children are in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB), and that they are regularly reviewed and updated to reflect changes
- ensure all records are easily accessible and available, with specific regard to records about staff suitability and qualifications
- ensure information about the identity checks and vetting processes that have been completed (including the criminal records check reference number, the date a check was obtained and details of who obtained it) for all staff is recorded fully.

We are satisfied by the action taken by the provider.

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](#).