

Complaint about childcare provision

Ref: 507897/4066635

Date: 9 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 30 October 2018, we received concerns that this provider was not meeting some of these requirements. On 7 November 2018 we completed an unannounced visit. We found the provider had not informed Ofsted of changes to committee members and the manager. In addition, we found that the provider had not ensured that staff have a secure knowledge of the procedures to be followed where there are safeguarding concerns. We have issued the provider with a notice to improve that requires them to take the action below within the timescales set out. The provider is still registered with Ofsted.

Actions needed

- ensure Ofsted have been informed of changes to the nominated individual and to the person who is managing the early years provision, by 21 November 2018
- develop staff's knowledge and understanding of the action to be taken where there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, by 21 November 2018.

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](#).