

Complaint about childcare provision

Ref: 251616/4085668

Date: 5 December 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 21 November 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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 required by 19 December 2018;

follow effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable;

provide the necessary details of committee members so that Ofsted can carry out the required checks to assess their suitability;

train all staff to understand your policies and procedures, and ensure they have an up to date knowledge of safeguarding. With particular reference to how to recognise and respond to inappropriate behaviour from staff or any other person working with the children and the Prevent Duty;

ensure that daily risk assessments identify all risks and that they are addressed.

The provider gave us information about how these actions have been met and we are satisfied with their response. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).