

Complaint about childcare provision

Ref: 199368/4035315

Date: 24 January 2019

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 25 September 2018 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve. This is a legal 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 by 21 January 2019

implement effective recruitment procedures to ensure that all staff working with children are suitable

ensure the safeguarding policy is in line with the guidance of the Local Safeguarding Children Board; to include the procedure to follow in the event of an allegation against a member of staff

ensure that people whose suitability has not been checked, do not have unsupervised contact with children

We carried out monitoring visits on 17 October 2018, 22 November 2018, 5 December 2018 and 22 January 2019 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](#).