

Complaint about childcare provision

Ref: 103842/4148217

Date: 15 February 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 4 February 2019, we received information relating to the general suitability of the premises and care practices within the setting. We undertook an unannounced visit on 8 February 2019. We found that staff did not have a secure knowledge of their responsibilities in relation to safeguarding children. We issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

ensure that staff understand their roles and responsibilities to safeguard children and are aware of the correct procedures to follow in case of any concerns about the welfare of a child. To be addressed by 15 March 2019.

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](#).