

## **Complaint about childcare provision**

Ref: EY432010/4127963

Date: 28 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](http://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 15 January 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. 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. The provider is still registered with Ofsted.

Actions needed:

ensure child protection concerns are acted upon and reported to the appropriate agencies without delay, by 25 January 2019

make sure all staff have a secure understanding of safeguarding, in particular the signs that would cause them concern about a child's welfare and the processes to follow, by 22 February 2019

ensure the safeguarding policy is implemented effectively, namely the procedures for recording concerns and allegations against staff, by 22 February 2019

provide staff with effective support, coaching and training to improve their practice and working relationships, by 22 February 2019

ensure documentation and records are readily available for inspection, by 22 February 2019.

On 25 February 2019, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the provider has taken effective action to address the issues raised in the Welfare Requirements Notice. 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](#).