

Complaint about childcare provision

Ref: EY422397/4091611

Date: 23 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 27 November 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 17 December 2018 and have issued 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 needed by 31 January 2019:

Child protection: ensure the policies and procedures to safeguard children are up to date and in line with the relevant Local Safeguarding Children Board (LSCB), cover use of mobile phones and cameras and have due regard for the Prevent duty guidance

Key person: exchange sufficient information with parents to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and to build a relationship with the parents

Accident or injury: keep a written record of all accidents and injuries sustained by children, including those caused by incidents of children's behaviour and of any first aid treatment given

Managing behaviour: develop your understanding of how to manage children's differing behaviours in appropriate ways, ensuring that children are not threatened with punishments which could adversely affect their well-being

Managing behaviour: improve systems to record any occasion where physical intervention is used to avert personal injury or, if absolutely necessary, to manage children's behaviour

Information and records: maintain records and enable a regular two-way flow of information with parents, carers and other professionals to ensure the safe and efficient management of the setting and help ensure the needs of all children are met

Information and records: improve your knowledge and understanding to determine how long records relating to individual children are kept after a child has left the setting

Ofsted have received a suitable response within the timescale given. 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](#).