

Complaint about childcare provision

Ref: EY260351/4158889

Date: 29 March 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 19 February 2019 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 Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action to be taken by 23 April 2019.

Have and implement a policy and procedures to safeguard children. Ensure that these are clear and in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). Ensure that the safeguarding policy and procedures include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff.

Ensure all staff are trained to understand the safeguarding policy and procedures and that all staff have an up to date knowledge of safeguarding issues. Training made available must enable staff to identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely way.

Ensure that responsibilities are met under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.

We carried out a monitoring visit to the provider on 24 April 2019. The provider demonstrated that they had taken sufficient action to meet the Welfare Requirements Notice.

The provider will be able to give parents further information about this.

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](#).