

## **Complaint about childcare provision**

Ref: EY355997/4202995

Date: 16 April 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 10 April 2019, 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 needed**

ensure all staff understand the setting safeguarding policy and procedures, and have up to date knowledge of safeguarding issues, including how to respond to any possible child protection concerns in an appropriate and timely manner, by 15 May 2019

improve staff's knowledge and understanding of child protection legislation including the 'Prevent' duty guidance for England and Wales 2015', to keep children and their families safe, by 15 May 2019

The provider responded to the notice and demonstrated that they have taken action to meet the requirements. 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](#).