

## **Complaint about childcare provision**

Ref: EY462274/4102504

Date: 8 May 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 December 2018 we received concerns that this provider was not meeting some of these requirements. A compliance visit was undertaken, which found that the provider had taken prompt and effective action in relation to the concern.

During this visit, it was established that staff's knowledge and understanding of some aspects of safeguarding was not fully embedded, especially in relation to the 'Prevent Duty.' We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this.

Actions needed:

improve staff's knowledge and understanding of safeguarding, especially in relation to the 'Prevent Duty' to help to keep children safe from harm by 9 April 2019.

The provider satisfactorily met the action raised and 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](#).