

Complaint about childcare provision

Ref: 404692/4202028

Date: 10 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. 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 visited the nursery 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action required:

3.4

ensure that the persons designated to take the lead for safeguarding children improve their knowledge and understanding of the safeguarding and welfare requirements and follow the nursery's child protection policy and procedures when allegations are made against a member of staff

by 8 May 2019

3.7

ensure that the provider and staff have closer regard for the government guidance 'Working Together to Safeguard Children 2015' and notifies all agencies with statutory responsibilities without delay if there are child protection concerns; this means the Local Authority Designated Officer (LADO)

by 8 May 2019

3.8

make sure that Ofsted is informed of any allegations of serious harm or abuse at the earliest opportunity, but at the latest within 14 days of the allegation being made

by 8 May 2019

A monitoring visit was carried out on 9 May 2019 to check that the above actions in the welfare requirements notice were met. We are satisfied that the provider has taken the necessary action to address the concerns and safeguard children.

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](#).