

Complaint about childcare provision

Ref: EY550549/4015195

Date: 31 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. We received concerns that this provider was not meeting some of these requirements in relation to safeguarding, suitability, training and behaviour management.

We carried out an unannounced visit to the setting on 24 May 2019 and found staff to be using appropriate strategies to manage children's behaviour, systems were in place to determine staff suitability and staff had opportunities to attend regularly training. However, not all staff were secure in their knowledge and understanding of safeguarding and risk assessments were not entirely effective.

Actions needed

Ensure that all staff have up-to-date knowledge of safeguarding procedures and are able to identify signs of possible abuse and neglect by 7 June 2019.

Ensure risk assessments are effective in identifying hazards so that they can be removed or minimised effectively, with particular regard to storage of the gazebo by 7 June 2019.

We received an actions response and are satisfied with the action taken by the provider. All staff have completed further training on safeguarding and risk assessments have been reviewed and updated. 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](#).