

Complaint about childcare provision

Ref: 141792/4260365

Date: 8 July 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 June 2019, we received concerns that this provider was not meeting some of these requirements. We have served 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. We conducted a further monitoring visit to check that the provider was meeting the requirements after we served the welfare requirements notice. We were satisfied that the provider has taken appropriate action to meet the requirements. The provider is still registered with Ofsted.

Actions needed:

take action to ensure all staff are clear about their role and responsibilities, update and understand the setting's safeguarding policy and procedures in line with local safeguarding board guidance's, including to how respond to any child protection concerns in an appropriate and timely manner.

take action to ensure relevant child protection information is shared with agencies with statutory responsibilities who may be involved in a child's life, in a timely manner.

ensure that clear and accurate records are maintained for the safe and efficient management of the setting.

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](#).