

Complaint about childcare provision

Ref: EY272694/4264968

Date: 1 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 25 June 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 14 July 2019;

3.4 Ensure that safeguarding policies and procedures, which include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, are fully implemented and that practice reflects policy at all times.

3.64 Ensure that all reasonable steps are taken to ensure that staff and children in their care are not exposed to risks. Ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, are robustly conducted and identified risks are removed or minimised.

Action required by 27 July 2019

3.13 Meet responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.

We received a detailed written response from the provider before 27 July 2019 which addressed the actions set.

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](#).