

## **Complaint about childcare provision**

Ref: EY267450/4283362

Date: 26 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](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 22 July 2019 we inspected the provider and found that they were 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.

Actions needed:

implement an effective safeguarding policy, in particular to ensure procedures regarding allegations against a member of staff are well known and that staff understand the role of the Local Authority designated officer, by 9 September 2019

ensure staff's knowledge and understanding of safeguarding is secure, with particular regard to signs of abuse and the procedures to follow, by 9 September 2019

implement an effective behaviour management policy which promotes inclusive practice effectively and ensures children's behaviour is managed in a consistent way, by 9 September 2019

ensure that written records of accidents or incidents include details of the first aid treatment given and parents are informed in a timely manner, by 9 September 2019

gain a secure knowledge about how to support children with special educational needs or disabilities and increase awareness about the Special Educational Needs Code of Practice, by 9 September 2019

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](#).