

Complaint about childcare provision

Ref: EY489442/4196824

Date: 3 June 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 3 April 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.

Actions needed:

- ensure that child protection concerns are dealt with in a timely and appropriate way by 26 June 2019
- ensure that the designated safeguarding lead practitioners are able to respond appropriately to signs of possible abuse and neglect and to take responsibility for liaising with local statutory children services agencies and the Local Safeguarding Children's Board as appropriate by 26 June 2019
- ensure that all staff are trained to understand the safeguarding policy and procedures and have an up to date knowledge of safeguarding issues by 26 June 2019
- ensure that the child protection policy is in line with the guidance and procedures of the relevant Local Safeguarding Children Board by 26 June 2019
- ensure that the child protection policy and procedures cover the safety of tablets and cameras used in the nursery by 26 June 2019
- maintain appropriate records to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met by 26 June 2019

The provider has taken appropriate steps to meet the actions.

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](#).