

Complaint about childcare provision

Ref: 2496887/4195287

Date: 26 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 6 June 2019, we received concerns that this provider was not meeting some of these requirements.

On 18 June 2019, we carried out a visit and we found a breach in requirements. In addition, an inspection took place on 2 May 2019, following the visit on 18 June 2019, we have given the provider more time to address two of the actions raised at the inspection. We have served a Notice to Improve 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 effective safeguarding policies and procedures are implemented, in particular, when dealing with child protection concerns relating to existing injuries, recording concerns and making safeguarding referrals by 5 July 2019

ensure children's assessments are monitored and used effectively to support the learning of individual and groups of children, including those children who may need additional support by 19 July 2019

ensure children's progress is regularly reviewed and communicated with others, so that clear and targeted next steps are identified, and planned for through exciting and challenging activities by 19 July 2019.

We were satisfied with the action taken by the provider and they are 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](#).