

## **Complaint about childcare provision**

Ref: EY450525/4229703

Date: 1 August 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 16th May 2019 we received concerns that this provider was not meeting some of these requirements. We sent a notice to improve to take the action below by the 16th July 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

#### Action needed

ensure staff have a secure understanding of all possible signs of abuse and neglect and the procedures to follow in the event of a child protection concern

ensure that the safeguarding policy and procedure includes an explanation of the action to be taken in the event of an allegation being made and all staff understand how to implement it

improve risk assessments to ensure that all hazards to children's health and safety are identified and eliminated

ensure a clear detailed written record of all accidents, incidents and existing injuries is maintained

review and improve the organisation and presentation of indoor and outdoor activities and equipment to meet the needs of children and promote all aspects of their learning

raise the quality of teaching and ensure that all children are fully supported to engage in challenging activities that build on what they already know and can do.

A monitoring visit took place on 31st July 2019. During this visit it was noted that several of the actions have been met. However, other actions remain open and require additional attention.

## **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](#).