

## **Complaint about childcare provision**

Ref: EY471426/4277896

Date: 7 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 20 & 25 June, 10, 11 & 15 July 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 2 August 2019. We have served a Notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed:

- ensure the designated safeguarding lead is fully aware and understands the Local Safeguarding Children Board reporting procedures by 13 September 2019
- improve monitoring systems to ensure staff whose suitability has not been completed are not left unsupervised with children by 13 September 2019
- ensure all staff, including the designated deputy receives effective induction/supervision to fully prepare for and understand their roles and responsibilities by 13 September 2019
- ensure the key person system is embedded to promote children's continuity of care and learning by 13 September 2019
- ensure there is an area where staff may talk to parents and/or carers confidentially, as well as an area for staff to take breaks away from areas being used by children by 27 September 2019.

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](#).