

Complaint about childcare provision

Ref: EY546637/4264744

Date: 8 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 . If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 24th June 2019 , we received information that raised concerns that the provider was not meeting some of these requirements.

On 30th July 2019, we made an unannounced visit to the setting and found that they were not meeting some of the requirements. We served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the following actions before 19th August 2019:

improve induction processes to ensure all staff working with children gain a secure knowledge and understanding of all safeguarding issues, particularly the 'Prevent' duty guidance and the reporting procedures for concerns

implement effective procedures to provide staff with support, coaching and training to help ensure that they have a clear understanding of their responsibilities to support children's welfare and promotes the interests of children

ensure that all children have a key person to support their care and needs.

We did not complete a monitoring visit to check compliance with the welfare requirements notice as the provider resigned their registration.

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](#).