

## **Complaint about childcare provision**

Ref: EY285216/4273867

Date: 12 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 5 July 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued 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. The provider is still registered with Ofsted.'

### **WELFARE REQUIREMENT NOTICE**

The following action(s) are to be completed by the date shown

#### **3.5 Child Protection**

ensure there is a practitioner designated to take lead responsibility for safeguarding children and to be responsible for liaison with local statutory children's services agencies, and with the Local Safeguarding Children Board. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect

DATE 16 August 2019

#### **3.6 Child Protection**

ensure all staff receive training to help them understand the safeguarding policy and procedures, and ensure that all staff have up to

date knowledge of safeguarding issues

DATE 16 August 2019

### **3.13 Suitable People**

ensure systems are in place to meet responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed because they have harmed a child or put a child at risk of harm

DATE 16 August 2019

### **3.16 Suitable People**

ensure Ofsted procedures are in place to notify Ofsted of any significant event which is likely to affect the suitability of any person who is in

regular contact with children on the premises where childcare is provided.

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### **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](#).