

Complaint about childcare provision

Ref: EY369325/4270077

Date: 16 July 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 1 July 2019 we received concerns that the provider was not meeting some of these requirements. We have served 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.

Actions needed by 22 July 2019:

improve the designated safeguarding lead's knowledge and understanding of child protection issues, and the procedures to follow, so that they are able to appropriately identify, understand and respond to concerns

maintain records to ensure the safe and efficient management of the setting, and to safeguard children

improve the two-way flow of information with parents by ensuring parents are made aware of significant incidents involving their children

ensure children's behaviour is managed in an appropriate way

ensure the supervision of staff is effective and provides opportunity to discuss issues, identify solutions, and receive coaching to improve their personal effectiveness.

We carried out a visit to monitor the welfare requirements notice. A further welfare

requirements notice was issued that required the provider to take the action below by 19 August 2019.

maintain records to ensure the safe and efficient management of the setting, and to safeguard children, particularly in relation to the action taken following child protection concerns being identified.

The provider has taken steps to meet the requirements. The provider remains 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](#).