

## **Complaint about childcare provision**

Ref: EY561493/4293533

Date: 8 August 2019

### **Summary of outcome**

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 29 July 2019, we received concerns that this provider was not meeting some of these requirements.

On 1 August 2019, we conducted an unannounced visit to the setting. Following this visit we served a Welfare Requirement notice. This is a legal notice that requires the provider to take the actions below by 16 August 2019:

train all staff to understand the safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues. Training must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.

ensure a designated practitioner takes the lead to safeguard children in the setting. The lead practitioner must liaise with local authority children's services and comply with the guidance and procedures of the Local safeguarding Children's Board, they must understand and respond to signs of possible abuse and neglect.

ensure that at least one member of staff working with children under two years of age holds a full relevant level 3 qualification and is suitably experienced in working with children in this age range.

ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

ensure that all staff manage children's behaviour in an appropriate way and take reasonable steps to ensure that corporal punishment is not given by any person who cares for or is regular contact with a child.

The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response to the actions to demonstrate that

requirements are now met.

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](#).