

Complaint about childcare provision

Ref: EY481300/4307182

Date: 21 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 14 August 2019, we received concerns that this provider was not meeting some of these requirements.

On 19 August 2019, we conducted an unannounced visit to the provider's setting. Following this visit we 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. The provider is still registered with Ofsted.'

ensure the safety and welfare of children, in particular train staff to understand and implement the policy for the use of mobile phones and cameras.

ensure that people looking after children are suitable to fulfil their roles and responsibilities.

ensure staff who are given key person responsibilities are suitably experienced qualified to ensure that every child's care is tailored to meet their individual needs.

ensure all staff receive induction training to help them understand their roles and responsibilities and ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families.

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.

ensure all staff understand the need to protect the privacy of children in their care, comply with legal requirements and ensure confidentiality is maintained.

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

requirements are now met.

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](#).