

Complaint about childcare provision

Ref: EY469976/4245964

Date: 27 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 04 June 2019, we received concerns that this provider was not meeting some of these requirements. On 22 August 2019, we made an unannounced visit to the setting and found that the provider was not meeting some of the requirements. We have served the provider with a notice to improve 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 06 September 2019:

- train all staff to know and understand the setting's policy and procedures when there are concerns about children or and/or in the event of an allegation against staff so that children are protected from harm
- make sure that all staff are able to recognise and respond to concerns about children in a timely manner in order to safeguard them
- ensure records, particularly in relation to safeguarding children, are sufficiently detailed to share with other professionals, if necessary, to protect children from harm
- improve staff's knowledge and understanding of the early years foundation stage requirements, particularly in relation to what must be notified to Ofsted.

On 05 September 2019, the provider wrote to us with the action they have taken to meet the requirements. We are satisfied with the action the provider has taken and will assess this further at next inspection. The provider is still 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](#).