

Complaint about childcare provision

Ref: EY313187/4108303

Date: 16 September 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 26 November 2018 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 Notice to Improve. This is a 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.

Actions required by 12 February 2019; have regard to the government's statutory guidance 'Working together to safeguard children 2015' and to the 'Prevent duty guidance for England and Wales 2015'; attend a child protection course that enables you to take lead responsibility in identifying, understanding and responding appropriately to signs of possible abuse and neglect; ensure that you have up to date knowledge of safeguarding issues. This includes being able to identify and respond at the earliest opportunity to signs of possible abuse relating to abuse outside of the home, including feminine genital mutilation; ensure that confidential records are stored securely; keep appropriate records, to help ensure that the needs of all children are met and to be able to share with other agencies where appropriate. This relates specifically to records about existing injuries that a child may have; and, gain an awareness of the changes that must be notified to 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](#).