

Complaint about childcare provision

Ref: EY468895/4277855

Date: 24 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 10 July 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider and found that directors did not have a secure understanding of safeguarding procedures, with particular regard to managing allegations of abuse. We have issued a Notice to Improve. This is a statutory notice that requires the provider to take the action below by 13 September 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

make sure that leaders and directors have a secure understanding of the reporting procedures to be followed in the event of safeguarding concerns, with particular regard to managing allegations about staff and managers.

Action taken:

The provider has taken steps to ensure that directors receive the appropriate training to ensure that they understand the procedures they must follow in the event of a child protection concern, particularly relating to allegations against staff or managers. 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](#).