

Complaint about childcare provision

Ref: EY264341/4285050

Date: 15 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 the 13 August 2019, we carried out an unannounced visit. We found that the provider was not meeting some of these requirements. We found that the provider had failed to notify Ofsted of a significant event which is an offence. We have served a Notice to Improve. 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 safeguarding policies and procedures are adhered to by investigating and reporting allegations to Ofsted and the appropriate child protection agencies, within required timescales, by 29/08/2019.

Ensure that the practitioners designated as safeguarding leads, complete the relevant training as required, so they have the knowledge to fulfil their roles, by 29/08/2019.

Ensure all staff understand the safeguarding policy and procedures and have up to date knowledge of safeguarding issues, so they are able to identify signs and symptoms that a child may be at risk of harm, by 29/08/2019.

Strengthen arrangements for supervision of staff that have contact with children and families. Ensure supervision provides support, coaching and the opportunity to discuss sensitive issues, by 29/08/2019.

The provider has now taken the required action and 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](#).