

## **Complaint about childcare provision**

Ref: 109431/4259207

Date: 18 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](http://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 18 June 2019 we received concerns which suggested that the provider may not be meeting some of these requirements. On 11 July 2019 we carried out an unannounced visit to the provider. We observed practice, reviewed some documentation and held discussions with the provider, staff and committee members. We found several breaches of the statutory requirements. The provider can tell parents more about this.

Following the visit, we issued the provider with a Notice to Improve. This is a legal notice that requires the provider to take the action below within the timescale set out.

Actions needed:

implement a safeguarding policy where procedures are robust and follow the guidance of the relevant Local Safeguarding Children's Board (LSCB); with particular reference to action that must be taken if an allegation is made against a staff member, by 13 September 2019

ensure all staff fully understand and know how to implement the safeguarding policy when and allegation is made against staff members, by 13 September 2019

ensure records are available and accessible at all times, by 13 September 2019



improve knowledge about the notification requirements and changes that must be notified to Ofsted, by 13 September 2019.

The provider took sufficient action to meet the identified breaches. 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](#).