

## **Complaint about childcare provision**

Ref: EY277588/4333304

Date: 30 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](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 16 September 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. 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.

revise your child protection policy. Provide clear details of the actions to be taken in the event of a concern about a child and an allegation against a member of staff by 27 September 2019

ensure all staff are aware of the correct procedure to follow in the event of an allegation against a member of staff by 27 September 2019

review and implement practices to safeguard children without compromising their privacy, dignity and respect, with particular regard to the appropriateness/purpose of taking photos of children's injuries by 27 September 2019

improve the systems for recording information when you have concerns regarding children's welfare, particularly when children sustain injuries away from the setting by 4 October 2019

ensure that the designated leads for safeguarding have the necessary skills and expertise to identify and respond appropriately to possible child protection concerns by 4 October 2019

implement robust recruitment procedures to ensure that staff working with children are suitable by 4 October 2019

implement effective systems to ensure that staff performance is monitored regularly. Identify areas for further training, support or coaching and give staff the opportunity to discuss sensitive issues by 19 October 2019

ensure staff have the necessary skills and strategies to identify and respond in the most appropriate way to children's challenging behaviour by 19 October 2019

### **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](#).