

Complaint about childcare provision

Ref: EY450983/4230601

Date: 10 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 16 May 2019, we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice 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.

Actions needed:

- Put effective systems in place to ensure that people looking after children are suitable. Where there has been a potential change in suitability, ensure that you obtain an updated criminal records check and that you act on any new information appropriately – by 23 September 2019

- Record information about the identity checks and vetting processes that have been completed. This is with particular regard to consistently obtaining and pursuing references for all staff – by 23 September 2019

- Take steps to better protect the privacy of children in your care. Further ensure that any information related to children is handled in a way that maintains confidentiality – by 27 September 2019

- Increase your understanding and knowledge of your responsibilities under the Data Protection Act, and ensure that you adapt your practice in line with any relevant guidance or information that is given – by 27 September 2019.

We also found that there had been one occasion where a child had sustained an injury at the setting due to an unidentified hazard. However, the provider had already taken action to minimise any risks to children and had updated their risk assessments accordingly. Therefore, Ofsted did not take any further action in relation to this matter.

We have received a response from the provider confirming that they have completed the actions. We are satisfied that the provider has taken the appropriate steps. The provider 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](#).