

## **Complaint about childcare provision**

Ref: EY484163/4292180

Date: 13 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 20 July 2019 we received concerns that this provider was not meeting the requirements for Staff qualifications, training, support and skills, Managing behaviour and Information for parents and carers. We visited the provider on 10 September 2019 and found that they were meeting these requirements. During the visit, although not part of the concerns raised, we identified that the some of requirements for Child protection were not being met and we issued a Notice to Improve. This is a 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.

Actions needed by 8 October 2019:

ensure the policies and procedures in place to safeguard children are up to date and written in line with the procedures of the relevant Local Safeguarding Children Board

ensure the lead practitioner attends a relevant and up-to-date child protection training course that enables them to identify, understand and respond in a timely and appropriate way to signs of possible abuse and neglect.

We have received a suitable and timely response from the provider. We are satisfied with the steps taken to resolve the actions.

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](#).