

Complaint about childcare provision

Ref: EY436365/4275767

Date: 16 October 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 08 July 2019 the provider notified us of an allegation made against staff. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements, to notify Ofsted of any allegation of harm made against those working on the premises.

Following this we carried out an unannounced visit to the setting on 10 October 2019. We have issued the provider with a notice to improve that requires them to take the actions below by 06 November 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

- ensure that those who lead safeguarding at the setting, and the staff team, have a clear understanding of the setting's safeguarding policies and procedures, including when an allegation is made against a member of staff
- ensure that staff supervision is effective to provide support for individual staff, to help them improve their personal effectiveness.

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](#).

