

## **Complaint about childcare provision**

Ref: EY489951/4346660

Date: 31 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](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 2 October 2019 we received concerns that suggested this provider was not meeting some of these requirements. On 9 October 2019 we visited the provider to discuss the concerns and have issued 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.

Action:

3.6 improve knowledge and understanding of the safeguarding procedures to report and refer allegations of serious harm or abuse by any person working on the premises – by 28 October 2019

3.64 take all reasonable steps to ensure that children are not exposed to risks - by 28 October 2019

3.28 ensure that staffing arrangements meet the needs of all children to promote their safety; ensure that children are appropriately supervised and always within sight or hearing - by 28 October 2019

3.52 ensure that staff manage children's behaviour appropriately; provide clear and consistent boundaries to support children to understand safe behaviours and consequences to their actions - by 28 October 2019

On 29 October 2019 we made a visit to the setting to monitor the above Welfare Requirements Notice. We found that the provider had taken appropriate action within the set timescales. 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](#).