

## **Complaint about childcare provision**

Ref: EY541389/4327648

Date: 26 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 13 August 2019 we received concerns that this provider was not meeting some of these requirements. On 24 September 2019 we visited the provider and 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.

Actions;

3.4; implement the safeguarding policy, in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). Improve understanding of the procedures to be followed in the event of an allegation being made against a member of staff - by 28 October 2019

3.8; improve knowledge and understanding of the safeguarding process to report and refer allegations of serious harm or abuse by any person working on the premises; ensure that Ofsted are notified of the action taken in respect of allegations - by 28 October 2019

3.52; ensure that staff are equipped to manage children's behaviour in an appropriate way; keep a record of any occasion where physical intervention is used, and ensure that parents and/or carers are informed on the same day, or as soon as reasonably practicable - by 28 October 2019

3.68; maintain records and obtain and share information to ensure the safe and efficient management of the setting and to meet children's individual needs, with particular reference to action taken in relation to safeguarding children - 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](#).