

Complaint about childcare provision

Ref: 260320/4275501

Date: 8 November 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 8 July 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 29 July 2019 and found that there was a breach of the early years foundation stage requirements in relation to the safeguarding and welfare requirements. On the 30 July 2019 we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions set within welfare requirement notice:

- improve knowledge and understanding of safeguarding, paying particular regard to the possible indicators of abuse, including female genital mutilation by 11 September 2019
- develop an up-to-date knowledge of wider safeguarding issues, including the 'Prevent duty guidance for England and Wales 2015' by 11 September 2019
- ensure that any concerns about a child's safety or welfare is reported to the relevant agency without delay by 11 September 2019

On the 11 September 2019 we carried out an unannounced visit to monitor the actions set in the welfare requirements notice and found that these actions had been met.

On the 14 October 2019 we carried out an unannounced inspection. The inspector found the setting to be meeting the requirements. A copy of this report is published online for reference. The provider will be able to give parents further information about this. 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](#).