

Complaint about childcare provision

Ref: EY457770/4273922

Date: 20 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 5 June 2019, we received concerns that this provider was not meeting requirements for safeguarding, staff training, support and skills, child supervision, behaviour management and suitable people. We carried out an unannounced visit on 19 July 2019, where we found that the provider does not implement appropriate safeguarding procedures and staff do not have a good enough understanding reporting of allegation against a member of staff. We have issued a Welfare Requirement Notice. This is a notice that requires the provider to take the actions below by 2 September 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed;

improve knowledge and procedures for notifying the local children's social care services about children's safety or welfare and ensure notifications to Ofsted are made without delay

ensure staff have relevant knowledge and skills to implement safeguarding procedures, including knowledge of action to be taken in the event of an allegation against a member of staff

We carried out a visit on 3 September 2019 to monitor compliance actions. We found that the provider had taken swift action to address the action.

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](#).