

## **Complaint about childcare provision**

Ref: EY555046/4345590

Date: 23 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](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 1 October 2019, we received information that suggested that the provider did not meet the legal requirements for Safeguarding practice, safeguarding policy, ratio, managing behaviour and Training, support and skills and accident. On 16 October 2019, we carried out a unannounced compliance visit. We found that the provider did not meet the legal requirements. We issued Notice to Improve and set actions the that the provider must take within the timescales set out.

ensure staff gain a secure knowledge and understanding of the type of abuse neglect and the indicators that a child may be at risk from harm, including the wider safeguarding issues

ensure that staff fully understand and implement the setting's safeguarding policies and procedures, including how to identify and report concerns, and how to respond in the event of an allegation made against a member of staff

ensure children receive adequate supervision, and staff are deployed effectively to meet children's individual care and learning needs and promote their welfare fully

implement rigorous risk assessments, in particular in the baby room, to ensure that any potential hazards are identified and minimised or removed, to maintain children's safety at all times

We will monitor the actions at the next inspection.

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](#).