

Complaint about childcare provision

Ref: EY540715/4270823

Date: 26 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 1 July 2019 we were notified by the provider about a significant event. The notification means that the provider has met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of significant events. On 2 July 2019 we received concerns that this provider was not meeting some of these requirements.

On 8 November 2019 we visited the provider and have served a notice to improve that asks the provider to take the action below by 22 November 2019.

ensure all staff have a secure understanding of their role in safeguarding children, how to identify and report concerns and what to do in the event an allegation is made against an adult.

The provider promptly responded to the notice to inform us of the steps taken to improve staff's knowledge of safeguarding. The provider will be able to give parents further information about this.

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](#).