

## **Complaint about childcare provision**

Ref: EY467308/4262434

Date: 17 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 21 June 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Notice to improve. This is a 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 needed

- provide an effective practitioner designated to take lead responsibility for safeguarding children and liaising with local statutory children's services agencies and with the LSCB provides support, advice and guidance to any other staff on an ongoing basis and on any specific safeguarding issue as required by 2 August 2019
  
- implement a policy and procedures to safeguard children in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) which includes an explanation of the action to be taken in the event of an allegation being made against a member of staff by 2 August 2019
  
- provide thorough and accurate records that are easily accessible and available for Ofsted and other agencies when required by 2 August 2019

Ofsted has received an appropriate response to the actions to demonstrate that requirements are now met.

On 27 August 2019, the provider notified us of an incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted . We are satisfied with the action taken by the provider

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](#).