

Complaint about childcare provision

Ref: EY491631/4380279

Date: 20 December 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 12 November 2019, we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks the provider to take action.

Actions needed

ensure staff have a clear understanding of their roles and responsibilities by 18 December 2019

ensure the supervision of staff is effective and provides support, coaching and training for the practitioner and promotes the interests of children by 18 December 2019

train all staff to understand the safeguarding policy and procedures, in the event of an allegation being made against a member of staff, and the use of mobile phones and cameras in the setting by 18 December 2019

We also found that the provider had failed to notify Ofsted of a significant incident as soon as was reasonably practicable. We discussed this breach with the provider and acknowledge that the requirement to notify Ofsted has been overlooked. We are satisfied there was no intent to deceive Ofsted. The provider will be able to give parents further information about this.

We are satisfied with the action taken by the provider.

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](#).