

Complaint about childcare provision

Ref: EY553799/4380684

Date: 23 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 13 Nov 2019, we received a concern. We conducted an unannounced visit where we issued the provider with a notice to improve. This 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 remains registered with Ofsted.

Action needed by 22 Nov 2019:

implement effective safeguarding procedures to ensure that referrals are made in a timely manner

ensure that individuals who hold designated safeguarding lead responsibilities have sufficient knowledge and understanding of safeguarding to fulfil their responsibilities and ensure that prompt and appropriate action is taken in the event of safeguarding issues arising

ensure that all staff are effectively trained to fully understand and implement the safeguarding policy and procedure, in order for them to be able to respond in a timely and appropriate way to any child protection concerns.

We are satisfied with the actions response from the provider and no further action was required by Ofsted on this matter.

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.