

Complaint about childcare provision

Ref: EY553694/4214654

Date: 3 October 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.

In June 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 24 June 2019 to discuss the concerns and have issued 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.

Actions required by 15 August 2019;

gain an up to date knowledge of safeguarding issues that enables you to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way; this includes, where appropriate, recognising when liaison with the local safeguarding children's board is necessary;

have regard to the 'Prevent duty guidance for England and Wales 2015' and gain an understanding of how to recognise possible indicators that children may be at risk from extreme views and who to notify if you have concerns;

gain an understanding of significant events which are likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children that must be notified to Ofsted.

We are satisfied with the action that the provider has taken. 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](#).