

Complaint about childcare provision

Ref: EY392534/4383612

Date: 10 December 2019

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 November 2019, we received concerns that this provider was not meeting some of these requirements. We have served a welfare requirements notice. This is a legal 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 by 20th December 2019;

gain a suitable knowledge of safeguarding that enables you to identify, understand and respond appropriately to signs of possible abuse and neglect, including wider safeguarding issues, such as female genital mutilation (FGM), and keep appropriate records

ensure the setting's safeguarding policy and procedure is in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB), including who to contact if an allegation is made against you or a household member

ensure you have regard to the government's statutory guidance 'Working Together to Safeguard Children 2018' and to the 'Prevent duty guidance for England and Wales 2015'

gain a thorough understanding of childminder to child ratios and ensure that ratio arrangements meet the needs of all children ensuring their safety and welfare

ensure suitable records are kept for each child in your care by ensuring a record is kept of the following information: full name; date of birth; name and address of every parent and/or carer who is known to the provider (and information about any other person who has parental responsibility for the child); which parent(s) and/or carer(s) the child normally lives

with; and emergency contact details for parents and/or carers.

We are satisfied with the action taken by the provider.

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](#).