

## **Complaint about childcare provision**

Ref: 205215/4385452

Date: 30 January 2020

### **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 20 November 2019, we received concerns that this provider was not meeting some of these requirements. We carried out a visit on 11 December 2019. We have issued a Welfare requirement notice. 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 is still registered with Ofsted.

#### **Actions needed:**

ensure staff are alert to all child protection issues so that they are able to identify, and respond appropriately, with particular regard to sharing information with parents and agencies with statutory responsibilities without delay by 15.01.20

take all reasonable steps to ensure unauthorised persons are not able to enter the premises by 15.01.20

During a monitoring visit on 16 January 2020 the inspector reviewed documentation, including improvement plans, she conducted a tour of the setting and spoke to staff. She concluded that at this time, the provider has taken sufficient action. The next steps will be a full inspection. 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](#).