

Complaint about childcare provision

Ref: EY491622/4382063

Date: 22 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

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 November 2019, 15 November 2019 and 19 November 2019 we received concerns that this provider was not meeting some of these requirements.

On 15 January 2020 we visited the provider and have served a notice to improve that asks the provider to take the actions below within the timescales set out. We found the provider also failed to inform Ofsted of another significant event within the required timescale, which is an offence. The provider now understands about what Ofsted needs to be kept informed. The provider will be able to give parents further information about this.

Actions needed to be met by 31 January 2020:

ensure all staff, including those with designated safeguarding lead responsibility, understand the local safeguarding procedures, in particular, the process to follow if an allegation is raised against an adult working at the setting;

ensure that all staff understand and have regard of the government's statutory guidance 'Prevent duty guidance for England and Wales 2015';

implement effective systems for safe recruitment to ensure that every person working with

children has completed robust suitability checks.

We are satisfied with the steps taken by the provider. This will be assessed further at their next 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](#).