

## **Complaint about childcare provision**

Ref: 155769/4419331

Date: 27 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 23 January 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued 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.

Ensure that you take all steps to identify potential risks towards children and to minimise or remove these risks. 10/02/2020

Ensure that all staff have a thorough consideration for all aspects of the Prevent Duty Guidance England and Wales 2015. 10/02/2020

Ensure that all staff understand their responsibility in safeguarding children; this is with particular regard to understanding their role in adhering to the safeguarding requirements of Luton Local Safeguarding Board. 10/02/2020

We visited the provider again on 12 February 2020. We found the provider had taken appropriate steps to meet the notices served. 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](#).

