

## **Complaint about childcare provision**

Ref: EY492173/4553041

Date: 14 August 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 the 10 August 2020, 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.

Actions needed by 3 September 2020:

implement an effective policy and procedure to safeguard children, that are in line with the guidance and procedures of the Local Safeguarding partnership,

gain an up-to-date knowledge of safeguarding issues, including how to identify, and respond to possible signs of abuse and neglect,

ensure you have regard to the government's statutory guidance 'Working Together to Safeguard Children 2015' and the 'Prevent' duty guidance to keep children and their families safe,

improve safeguarding practices to ensure any safeguarding concerns about a child or in the event of an allegation being made against the provider, a household member or assistant, are notified to agencies with statutory responsibilities without delay, and in line with the Local Safeguarding partnership procedures.

On 4 September 2020, we conducted an unannounced regulatory call and found that the provider had taken appropriate action to meet the actions raised.

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](#).