

Complaint about childcare provision

Ref: EY451724/4547713

Date: 7 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 July 2020, we received concerns that this provider was not meeting some of these requirements. We have served a Notice to improve. This notice requires the provider to take the actions below within the timescales set out. We also found that the provider did not meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of changes.

Actions needed by 11 September 2020.

review and ensure all staff fully understand how to implement the safeguarding policies and procedures including the reporting procedures to follow in line with Local Safeguarding Children's Board

review the monitoring systems for all staff to ensure they understand their safeguarding roles and responsibilities.

The provider will be able to give parents further information about this. The provider responded satisfactorily and 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](#).