

Complaint about childcare provision

Ref: EY261311/4536823

Date: 4 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 13 July 2020 we received concerns that this provider was not meeting some of these requirements. We carried out a telephone meeting to discuss the concerns and issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 5 August 2020;

Ensure that agencies with statutory responsibility are notified of any concerns about a child's safety or welfare without delay.

Action required by 1 September 2020;

Ensure all staff have a secure and up-to-date knowledge of safeguarding issues. Ensure that they are trained to understand and follow the setting's safeguarding policy and procedures. Training made available must enable staff to identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely way.

On 23 September 2020 we received a written response to the notice, from the provider.

We will monitor the provider's response at the next visit.

The provider will be able to give parents further information about this.

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](#).