

## **Complaint about childcare provision**

Ref: EY486116/4424542

Date: 20 March 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 January 2020, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage (EYFS)' to notify Ofsted of significant events. We spoke to the provider on 28 February 2020 and found that they were not meeting some of the other EYFS requirements. We have issued the provider with a Welfare requirement 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.

Action needed by 27 March 2020:

implement robust and effective recruitment and vetting systems to ensure that staff, particularly managers are suitable to fulfil the requirements of their roles

review the safeguarding policy to ensure it provides a clear explanation of the action to be taken in the event of a safeguarding concern relating to a manager, member of staff or their children

ensure staff implement appropriate safeguarding policy and procedures in the event of a child arriving at the setting with any pre-existing injuries

ensure all staff, including committee members understand the safeguarding policy and procedures, have up to date knowledge of safeguarding issues and are able to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way

ensure that all staff, particularly the manager receive induction training to help them understand their roles and responsibilities

ensure staff and managers receive effective supervision, support, coaching and training so that they have the skills and a clear understanding of their roles and responsibilities to promote the interests of children.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).