

## **Complaint about childcare provision**

Ref: EY476644/4579198

Date: 10 November 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 15 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 22 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. 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 13 November 2020:

- make all records easily accessible and available for inspection
- ensure that all staff receive a suitable induction that helps them to understand their roles and responsibilities, this must include information about safeguarding and child protection
- deploy staff effectively to meet children's needs.

The provider has responded to the actions raised and demonstrates how they have improved staff induction. The provider now ensures that staff are deployed to meet children's needs. Appropriate plans are in place to make records available for inspection.

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](#).