

Complaint about childcare provision

EY458470/C299661

Date: 24/12/2016

Summary of complaint

On 10 November 2016, we received a notification from the provider of a safeguarding nature.

We looked into these concerns to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements with a particular regard to; safeguarding practice, safeguarding policy, suitable people, disqualification and changes that must be notified to Ofsted.

On 16 December 2016, we carried out an unannounced visit to the setting. We talked to the provider and staff, observed practice and we sampled some documentation relating to the safe management of the setting. At the visit, we found safeguarding procedures were not robust in ensuring risk assessments to safeguard children were completed in a timely manner. We found that the provider had identified the weaknesses and has taken appropriate action to strengthen procedures. We did not have any concerns relating to: Safeguarding practice, disqualification, suitable people or changes that must be notified to Ofsted.

As a result, we took no further action. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted