

Complaint about childcare provision

129016/C332944

Date: 03/05/2018

Summary of complaint

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 27 November 2017 we received concerns that this provider was not meeting some of these requirements. In particular, the requirements relating to safeguarding and suitable person. We liaised with external agencies. We visited the setting and found the requirements relating to suitable people were met. Most staff have a secure knowledge of their role in safeguarding children. The provider offers staff training opportunities and staff have benefited from recently attending safeguarding training. The member of staff taking lead responsibility for safeguarding has attended specialist training to support her in her role and her knowledge is secure. Following our visit, the provider took action to assess the staff's knowledge and skills and rearranged staff lead roles. 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 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