

## **Complaint about childcare provision**

EY295433/C347057

**Date:** 07/06/2018

### **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](http://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 the 14 May 2018 we received concerns that this provider was not meeting some of these requirements. We have served a welfare requirements 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.

#### **Actions needed:**

ensure child protection concerns are acted upon and reported to the appropriate agencies without delay, by 21 June 2018

make sure all staff have a secure understanding of safeguarding, in particular the procedures to follow with child protection concerns and allegations against staff, by 21 June 2018

improve the accident and incident processes to help identify and monitor any concerns about a child's welfare, by 21 June 2018

ensure there is a named deputy consistently in place who is able to take charge in the manager's absence, by 21 June 2018

make sure that all records are readily available and accessible to Ofsted at all times, by 21 June 2018

On the 22 June 2018, we carried out an unannounced visit to the setting. We found that the provider had met the welfare requirement notice set. However, we set a further notice to improve.

Action needed:

ensure staff deployment is consistently effective to make sure children's safety and individual needs are continually met, by 20 July 2018

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)