

Complaint about childcare provision

Ref: EY501591/4063351

Date: 17 December 2018

Summary of outcome

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 25 October 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 staff have a secure understanding of the physical intervention policy and make sure a record of any physical intervention is maintained and shared with parents, by 7 January 2019

make sure staff know the processes to follow for any allegations against leaders or staff, by 7 January 2019

ensure safeguarding policies and procedures are clear and consistent to help inform staff of the processes to follow, namely whistle-blowing, allegations against staff and physical intervention, by 7 January 2019

improve partnership working with other settings children attend to help meet their individual stage of development, including those who have special educational needs and/or disabilities, by 7 January 2019

On 8 January 2019 we conducted an unannounced visit to the provider and found that they had taken the appropriate action and met the welfare requirements notice.

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