

## **Complaint about childcare provision**

Ref: EY549276/4113823

Date: 17 January 2019

### **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](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 19 December 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 by 31 January 2019

ensure the nursery's safeguarding policy and procedures are implemented effectively, in line with the guidance from the Local Safeguarding Children Board, for reporting suspected abuse outside of the setting in a timely way and with the relevant people

ensure the lead practitioner for safeguarding has a secure knowledge and understanding of their role to enable them to respond appropriately to any signs of suspected abuse, including notifying relevant agencies with statutory responsibilities without delay.

We carried out a compliance visit on 5 February 2019 and are satisfied with the action the provider took to meet the Welfare Requirements Notice.

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