

Complaint about childcare provision

EY481649/C345860

Date: 10/05/2018

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 1 May 2018 we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

ensure that all children are appropriately supervised at all times and that all children are always within sight or hearing by 24 May 2018

ensure that children's behaviour is managed in a suitable manner, this is specifically in relation to ensuring that children are aware of the boundaries of the setting and ensure that there are measures in place to address any unacceptable behaviour by 24 May 2018

ensure that a record is kept of any occasion where physical intervention is used - by 24 May 2018

ensure that all reasonable steps are taken to make sure that children in your care are not exposed to risks and demonstrate how you are managing risks; this is specifically in relation to the school run – by 24 May 2018.

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