

Complaint about childcare provision

Ref: EY500433/C353267

Date: 19 September 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 17 July 2018 we received concerns that this provider was not meeting some of these requirements. We have issued a notice to improve within the timescales set out. The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

Actions needed;

ensure all staff are clear of the procedures to safeguard children. This includes developing their knowledge of the Prevent duty guidance by 5 October 2018

ensure all staff understand how to manage children's behaviour in an appropriate way by 5 October 2018

ensure staff offer quality learning and development experiences through planned purposeful play by 5 October 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).