

## **Complaint about childcare provision**

Ref: EY537557/4164742

Date: 14 March 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 the 19 February 2019, the provider notified us of a complaint. This means that the provider met their legal responsibility to inform Ofsted of significant events. On 21 February 2019, we received concerns that the provider was not meeting the requirements. Following this we carried out an unannounced visit to the setting on the 7 March 2019. We have issued the provider with a notice to improve that requires them to take the actions below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed: -

ensure that children's behaviour is managed in an appropriate way; this specifically refers to supporting children to understand expectations for behaviour using positive and consistent methods

ensure all potential hazards to children are promptly identified and minimised, both inside and outside

ensure that children are adequately supervised and decide how to deploy staff to meet the needs of children. Children must usually be within sight and hearing of staff and always within sight or hearing.

ensure the key-person system is implemented at all times to provide children with high-quality support and so that staff know and understand children's individual needs.

implement effective supervision to provide support, coaching and monitoring so that all staff are able to meet the requirements of their roles and understand their responsibilities.

### **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](#).