

Complaint about childcare provision

Ref: EY349651/4200490

Date: 5 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 8 April 2019 the manager notified us of concerns that had been brought to her attention. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

On 3 May 2019, we visited the provider and found that they had taken action to rectify a breach in requirements. They have reviewed staff practice of how to manage children's behaviour and are in the process of arranging support and training to further develop their skills and knowledge. We issued a Notice to Improve that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

ensure the safeguarding policy is in line with the guidance and procedures of the relevant Local Safeguarding Children Board, in particular, with regard to the Prevent Duty by 17 May 2019.

ensure all staff fully understand and consistently adhere to the behaviour management policy when managing children's challenging behaviour by 17 May 2019.

We have reviewed the provider's response to the Notice to Improve and we are satisfied with the action they have taken. 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](#).