

## **Complaint about childcare provision**

Ref: EY545410/4256190

Date: 8 July 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 14 June 2019 we received concerns from another agency which suggested that the provider may not be meeting some of these requirements. On 1 July 2019 we carried out an unannounced visit to the provider. We observed practice, reviewed documentation and held discussions with the provider and staff. We found there was weaknesses which related to managing children's behaviour. The provider can tell parents more about this.

Following the visit, we issued the provider with a notice to improve that requires them to take the actions below within the timescales set out.

#### **Actions needed:**

implement a behaviour management policy which effectively and consistently manages children's behaviour, by 22 July 2019

ensure staff respond appropriately to the emerging needs of children; particularly when children's behaviour becomes challenging and when they are not engaged or interested in the activities available to them, by 22 July 2019

improve staff knowledge and skills which relate to effective behaviour management strategies; ensuring children's level of understanding and developmental stages are taken

into account, by 22 July 2019.

The provider took sufficient action to meet the identified breaches of the statutory requirements. 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](#).