

Complaint about childcare provision

Ref: EY296516/4252717

Date: 11 September 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 7 June 2019 we received concerns that this provider was not meeting some of these requirements. We undertook an unannounced visit on 19 June 2019 and issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. we are satisfied with the action taken by the provider. The provider is still registered with Ofsted.'

Actions needed:

ensure managers and staff implement safeguarding policies and procedures, particularly in relation to the settings Whistle Blowing procedures by 4 July 2019

ensure all staff follow the behaviour management policy and procedures and manage children's behaviour in an appropriate way, particularly in relation to handling younger children by 4 July 2019

implement effective monitoring, support and coaching of staff and managers, to identify and act on weaknesses in practice, particularly in relation to behaviour management and whistle blowing by 4 July 2019.

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.](#)