

Complaint about childcare provision

Ref: EY222885/4262374

Date: 23 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 21 June 2019 we received concerns that this provider was not meeting some of these requirements.

On 5 September 2019 we visited the provider and have served a notice to improve that asks the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions need to be completed by 30 September 2019:

ensure children's behaviour is managed consistently using positive strategies so that children learn how and why they should behave and why some behaviour is inappropriate

secure good knowledge of how to identify and respond appropriately to signs of possible abuse and neglect, and have up to date knowledge of safeguarding issues, including procedures to follow if an allegation is made against an adult

supervise children effectively make sure they remain within sight or hearing at all times to protect their safety.

The provider responded to the notice to improve. She has improved her knowledge of safeguarding and booked on further training. The childminder now understands her responsibility in ensuring children in supervising children. The childminder has gained better understanding of behaviour management and is seeking further behaviour management training .

The provider remains 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](#).