

Complaint about childcare provision

Ref: EY258333/4332265

Date: 4 October 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 the 10 September 2019, we received concerns that the provider was not meeting some of the early years foundation stage requirements. On the 3 October 2019 we conducted an unannounced visit and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed

ensure staff are deployed effectively to meet the individual needs of the children

ensure all staff working with children have a suitable criminal record check and appropriate supervision is in place for those awaiting this

improve behaviour management strategies and provide children with clear messages about acceptable behaviour, to contribute to a positive learning environment

On 10 October 2019, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. The provider remains registered with Ofsted.

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](#).