

Complaint about childcare provision

Ref: EY560930/4394133

Date: 6 January 2020

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 29 November 2019 we received concerns that this provider was not meeting some of these requirements.

On 3 December 2019 we visited the provider and have served a notice to improve that asks the provider to take the actions below by 20 December 2019. The provider will be able to give parents further information about this.

keep a record of all incidents where staff have intervened to stop children from hurting themselves or others or damaging property

support staff to consistently manage children's behaviour in ways that help them to develop a positive sense of themselves and to understand appropriate behaviour.

The provider responded promptly to the notice to improve. The provider has systems in place to ensure all incidents of behaviour management, including the use of positive strategies are recorded and to ensure staff are supported to manage behaviour consistently.

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](#).