

Complaint about childcare provision

Ref: EY384789/4397217

Date: 29 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 25 November 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 17 December 2019, where we found the provider had breached requirements relating to behaviour management. We have issued a notice of actions to improve 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.

ensure physical intervention is only used for the purpose of averting immediate danger of personal injury to any person (including the child), or to manage a child's behaviour only if absolutely necessary by 3 January 2020

access training and support to help improve and strengthen your knowledge on positive behaviour techniques and strategies, to help support individual children's needs by 31 January 2020

ensure that children's behaviour is always managed in an appropriate way suitable to their understanding and development needs by 3 January 2020.

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](#).

