

## **Complaint about childcare provision**

Ref: EY454822/4429585

Date: 30 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](http://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 20 January 2020 we received concerns that the provider was not meeting some of these requirements. We have served 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.

Actions needed by 7 February 2020:

ensure staff understand and implement the behaviour management strategies identified to support children with additional needs

ensure staff manage children's behaviour in an appropriate way and only use physical intervention if absolutely necessary

ensure all children benefit from outdoor activities on a daily basis

take steps to clean the outdoor area and to make it safe and inviting for children to use.

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](#).