

## **Complaint about childcare provision**

Ref: EY397311/4446748

Date: 21 February 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 6 February 2020 we received concerns that this provider was not meeting some of these requirements.

On 11 February 2020 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 needed to be met by 28 February 2020:

ensure staff have a clear understanding of their roles and responsibilities to effectively meet children's health and welfare needs, in particular how to safely and with care hold very young children;

ensure staff are aware and able to meet all health and safety legislation, in particular hygiene requirements;

ensure staff manage children's behaviour consistently and in an appropriate manner, with particular regard to supporting children to understand expectations for acceptable behaviour and boundaries;

ensure that all staff have a good knowledge of the early years foundation stage and understand how to provide age appropriate and challenging activities to meet each child's learning needs, including babies and those who learn English as an additional language.

We are satisfied with the steps taken by the provider. This will be assessed further at their next inspection.

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](#).