

## **Complaint about childcare provision**

Ref: EY375063/4439953

Date: 28 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 30 January 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 6 March 2020:

ensure all staff, particularly those with a lead safeguarding responsibility, have a clear understanding of allegations and the action to be taken in the event of an allegation being made;

ensure staff are vigilant and effectively supervise children to meet all of their individual needs;

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

ensure staff accurately and consistently assess children's skills and abilities and implement targeted plans for all children, including 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](#).