

Complaint about childcare provision

Ref: EY276595/4461561

Date: 3 March 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 25 February 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 2 March 2020 where we found requirements relating to staff deployment, key person, behaviour management and training, support and skills were not met. 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. The provider is still registered with Ofsted.

Actions needed;

ensure that staff are deployed effectively, particularly during care routines, so that all children consistently benefit from positive interactions and purposeful play and learning to meet their individual needs by 30/03/20

ensure that the supervision arrangements and training for all staff are effective to raise their knowledge and skills and improve the experiences offered to all children by 30/03/20

improve the key-person system to offer all children settled relationships and ensure that all experiences are tailored to meet the individual needs of all children attending by 30/03/20

ensure that all staff use positive behaviour strategies to consistently manage children's behaviour in a positive way by 30/03/20.

We made a visit on 15 July 2020 to monitor the provider's compliance with these actions. We found that the provider had taken action to address all of the issues. The provider has improved by ensuring all staff are effectively deployed so that all children consistently benefit from positive interactions and purposeful play and learning to meet their individual needs. The management team have improved the supervision arrangements and training for all staff. This has effectively raised their knowledge and skills and improved the experiences offered to all children. The key person system has been improved to ensure all children have settled relationships and the experiences on offer are tailored to meet the individual needs of all children who attend. The management team have supported staff and provided training in order to ensure staff consistently implement positive behaviour

strategies to manage children's behaviour. 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](#).