

Complaint about childcare provision

Ref: EY302001/4541715

Date: 5 August 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 20 July 2020, we received concerns that this provider was not meeting some of these requirements. We carried out enquiries and spoke with the provider to discuss the concerns. 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 by 25 August 2020;

ensure children's behaviour is managed in an appropriate way and that the procedures laid out in the behaviour management policy reflect practice

gain a secure knowledge of how to safeguarding children, particularly in respect of the action to take in the event of an allegation being made against any person living or working on the premises

ensure that the care of every child is tailored to meet their individual needs

improve knowledge and awareness of what is a significant event which may affect suitability that must be notified to Ofsted.

We will monitor compliance with this Welfare Requirements Notice.

We visited the provider on 27 August 2020 to monitor compliance with the Welfare Requirement Notice. We found that the provider has taken appropriate action and addressed the above actions within the set timescale. The provider remains suitable for registration.

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](#).