

Complaint about childcare provision

Ref: 2527533/4567151

Date: 15 September 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2) which can be found at <https://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 28 August 2020, we received concerns that the provider was not meeting some of these requirements.

On 4 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 21 September 2020:

- improve your knowledge and understanding of your safeguarding policy and procedures, particularly the role of the local authority designated safeguarding officer (LADO) and the action to be taken in the event of an allegation being made
- ensure children's behaviour is managed in an appropriate and consistent way, whilst at all times taking into account the age and stage of development of each child
- ensure all adults working with children are adequately supported to have a good understanding of their role and are competent to fulfil it, particularly in relation to behaviour management, and take action to address any areas of poor practice.

We found that the provider had improved their knowledge and understanding of safeguarding procedures and the role of the local authority designated safeguarding officer, and now fully understands their responsibilities. The provider has arranged training and development opportunities for all adults working with children regarding appropriate behaviour management and we are satisfied the provider has met the actions raised.

The provider is still 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).