

Complaint about childcare provision

Ref: 2555245/4584613

Date: 6 October 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 1 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 4 November 2020:

ensure appropriate behaviour management strategies are used, taking account of individual children's age and level and understanding, to support their well-being and create positive experiences in the setting

improve knowledge of safeguarding policies and procedures so as to identify and decisively respond to any signs that a child may be at risk of harm, this includes where allegations are made against adults who work or live with children

ensure good hygiene methods are followed to promote children's good health and prevent the risk of cross infection, particularly when changing children's nappies

ensure that activities provided on the premises are suitable for the age of children cared for and can be freely chosen and accessed.

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.](#)