

Complaint about childcare provision

Ref: 2518844/4608431

Date: 30 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 21 October 2020, we received concerns that this provider was not meeting some of these requirements. On 28 October 2020, we conducted an unannounced visit to the provider and served a notice to improve. This is a 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.

Actions needed:

implement an effective behaviour management policy, and improve knowledge and understanding of how to manage children's behaviour appropriately, by 26 November 2020

implement an effective risk assessment to help identify and minimise all hazards for younger children, in particular small objects and food that poses a choking risk, by 26 November 2020

improve procedures for working with parents and other professionals to help ensure that children's individual needs are being met, by 26 November 2020

On 17 November 2020, we received a written response from the provider who had taken the appropriate action to meet the notice to improve.

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](#).