

Complaint about childcare provision

Ref: 2592141/5025544

Date: 10 March 2022

Summary of outcome

All early year's 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 13 January 2022, the provider notified us of a significant incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 4 February 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has arranged additional training to enhance staff's knowledge and understanding of managing children's behaviour. The provider has put in place daily staff discussions regarding deployment and effective supervision of children. These discussions have increased staff's understanding of their roles and responsibilities. Staff review policies and procedures including behaviour management, they ensure children's achievements and kindly acts are acknowledged and celebrated.

The provider will be able to give parents further information about this. 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](#).