

## **Complaint about childcare provision**

Ref: 136359/5223025

Date: 26 August 2022

### **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](http://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 2 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 23 August 2022, we carried out a regulatory telephone call. 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 9 September 2022:

- implement effective behaviour management strategies and ensure that children fully understand the rules and expectations in place to help them feel safe and secure
- ensure that children's individual needs are considered when undertaking risk assessments for outings to ensure that all children are effectively supervised
- improve partnerships with parents to ensure there is a two-way flow of information to meet the needs of all children.

On 8 September 2022, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of behaviour management strategies, keeping children safe on outings and processes for working in partnership with parents.

We are satisfied the provider has met the safeguarding and welfare 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](#).