

Complaint about childcare provision

Ref: EY443977/5376234

Date: 1 March 2023

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 If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 15 February 2023, we received concerns that this provider was not meeting some of these requirements. On the 23 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a notice to improve. This is a legal notice that requires the provider to take the action below within the timescales set out.

Actions needed by 14th March 2023

improve knowledge and understanding of referring concerns in a timely manner to the Local Authority Designated Officer, in particular allegations made against yourself

improve behaviour management strategies, including the use of language that could negatively affect children's wellbeing

On the 20 March 2023 the childminder sent us information outlining what she has implemented to meet the above actions. The childminder has improved her knowledge and understanding of notifications that must be made to Ofsted, the Local Authority designated Officer and other safeguarding agencies. She has updated her behaviour policy and sent this to parents.

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