

## **Complaint about childcare provision**

Ref: EY462127/5405892

Date: 30 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](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 11 March 2023, the provider notified us of an event that occurred while away from the setting. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to inform us of a significant event.

On 28 March 2023, we also received concerns that the provider was not meeting some of the requirements of the early years foundation stage.

On 28 March 2023 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 3 April 2023:

- manage children's behaviour in an appropriate and effective way to support their well-being and help them learn the impact of their behaviour on others
- ensure that potential risks to children while on outings are quickly identified and minimised to ensure children's safety.

On 30 March 2023, the provider responded to the actions set. We found that the provider had improved their knowledge of appropriate behaviour management techniques and reviewed their risk assessment procedures for outings to ensure children are kept safe.

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](#).