

## **Complaint about childcare provision**

Ref: EY399207/5614900

Date: 19 January 2024

### **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](https://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 14 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 December 2023, we carried out a regulatory telephone call and on 18 December 2023, we carried out a regulatory visit. 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 15 January 2024:

- take action to ensure an appropriate knowledge and understanding of safeguarding is obtained including correct procedures to be followed when allegations are raised against adults working with children
- develop appropriate behaviour management strategies so that these do not involve unnecessary physical interventions and ensure that communication with children about their behaviour positively supports their well-being
- improve and update knowledge and understanding of how to identify and support children with SEND in liaison with parents and relevant professionals
- improve systems for communicating with parents to ensure they are notified of incidents on the same day and that incident records contain sufficient detail
- develop knowledge of notifiable events to Ofsted and the required timeframe for notifications.

On 19 December 2023, the provider notified us of their wish to resign their registration on the early years register. They remain registered with Ofsted on the childcare register and voluntary childcare register. On 18 January 2024, we carried out a childcare register inspection where the actions were assessed as met.

## **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](#).