

## **Complaint about childcare provision**

Ref: 2705768/5753021

Date: 19 June 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](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 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 13 June 2024, 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 14 June 2024:

- ensure that staff are deployed effectively so that children are always within sight or hearing when playing in the garden
- ensure physical intervention is only used when appropriate, keep a record of these occasions and ensure that parents are informed at the earliest opportunity.

Action needed by 25 June 2024:

- ensure all staff have a secure knowledge of how to understand and manage children's behaviour in an appropriate way.

On 21 June 2024, the provider responded to the actions set. We found that the provider had reviewed their deployment of staff and they now have procedures to ensure that staff are deployed effectively to supervise children in the garden. Staff have been given support to learn how to manage children's behaviour consistently. The provider has updated their behaviour policy, including the procedure for physical intervention.

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](#).