

Complaint about childcare provision

Ref: EY429973/5334822

Date: 12 February 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 22 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 23 February 2023:

demonstrate how children's behaviour will be managed in an appropriate way

implement positive strategies for managing children's behaviour and avoid using threats of consequences in a way that could adversely affect a child's well-being.

On 1 March 2023, we carried out a regulatory visit. We found that the provider had reflected on their approaches and improved their knowledge of appropriate behaviour management strategies. The provider demonstrated that they are more frequently using positive approaches that reward wanted behaviour.

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](#).