

Complaint about childcare provision

Ref: 254259/4136872

Date: 5 February 2019

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 January 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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. The provider is still registered with Ofsted.'

Action required;

plan precisely to promote children's continued learning and focus on what they need to learn next to ensure they are consistently challenged and progress quickly in all areas of learning
improve staff performance and focus on helping staff to enhance the quality of their interactions with children to help secure their progress

accurately monitor the progress all children make, including that of groups of children, to ensure that the learning environment and teaching is precisely targeted to their needs
train all staff to understand the safeguarding policy and procedures and ensure that they respond in a timely and appropriate way to safeguard children

notify Ofsted, within the required timescales, of any significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises where childcare is provided

record information about the identify checks and vetting processes that have been completed to assess staff's suitability to work in the pre-school, this includes the criminal records check reference number, the date the check was obtained and details of who obtained it

ensure records are easily accessible and available at all times unless prior agreement has been made with Ofsted to store them securely off the premises

provide staff with supervision, support and coaching to raise staff's confidence and to secure continuous improvement in their practice

notify Ofsted, within the required timescales, of any changes to the management committee and provide Ofsted with the required information so that checks can be completed to confirm the suitability of all committee members

notify Ofsted, within the required timescales, of any change of manager

notify Ofsted, within the required timescales, of any change to the hours during which childcare is provided.

We will monitor the provider's response.
This 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).