

Complaint about childcare provision

Ref: 2621200/5196302

Date: 12 August 2022

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 19 and 25 July 2022, we received concerns that this provider was not meeting some of these requirements. On 4 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 8 August 2022:

- ensure that the premises and equipment are organised in a way that meets the needs of children, taking into account the indoor space requirements
- ensure that staff are effectively deployed to meet the needs of all children

Actions needed by 31 August 2022:

- provide supervision for staff to discuss any issues, identify solutions to address issues as they arise and provide support, coaching or training to improve their personal effectiveness
- evidence how you are following local safeguarding partnership procedures regarding the safe recruitment, selection and retention of staff

On 10 August 2022, we carried out a welfare requirements notice monitoring visit and call. We found the provider had met the actions due by 8 August 2022. The provider has reorganised some of the activities and is ensuring staff are using all of the available space in the pre-school rooms. The provider has reviewed some of the routines and is ensuring staff are deployed to meet children's needs.

On 7 September 2022, we carried out a welfare requirements notice monitoring call. We found the provider had met the actions due by 31 August 2022. The provider has undertaken supervision for all staff and improved the procedures for induction and the ongoing supervision of staff to manage their performance. The provider has also reviewed

and improved the procedures regarding the recruitment and selection of staff.

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](#).