

Complaint about childcare provision

Ref: 2589232/5304282

Date: 5 December 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 14 November 2022, we received concerns that this provider was not meeting some of these requirements. On 15 November 2022, we visited the pre-school and found that the provider had was not meeting some of these requirements.

We issued a Welfare requirements notice.

We imposed actions that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

On 5 December 2022, we carried out a monitoring visit. We found that the provider now has a better oversight of the setting. She has been attending the setting everyday and ensuring that there are sufficient supervision meetings with all staff to review and monitor their work. Staff are enrolled on further training to develop their knowledge and skills and ensure that they understand about how to interact positively with children. The provider is still registered with Ofsted.

Action needed:

improve the induction procedures for new staff so that they have sufficient knowledge and understanding to fulfil their roles

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take immediate action to improve oversight and leadership of the setting, to ensure that supervision and support for staff helps to foster a culture of mutual support, teamwork and continuous improvement

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ensure that staff receive effective supervision that provides them with support, coaching and training to improve their personal effectiveness with particular regard to positive interactions with children.

1 December 2022

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](#).