

## **Complaint about childcare provision**

Ref: 133399/5336803

Date: 14 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](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 3 February 2022, we received concerns that this provider was not meeting some of these requirements. On the 1 March 2022, we carried out regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 13th February 2023

ensure all managers and staff have effective support, supervision and coaching, to promote the interests of children, and ensure they have a clear understanding of their roles and responsibilities

take immediate steps to ensure that all areas of the premises are fit for purpose and suitable for the age of children

take action to ensure the safety of all children and identify, and remove or minimise, all risks and hazards to children's health and safety

improve knowledge and understanding of any significant events, including changes to health that must be notified to Ofsted

ensure parents and/or carers have up to date information available about the daily routines of the setting, including details of the setting policies and procedures

ensure that people looking after children are suitable to fulfil the requirements of their role

On the 20 February 2023 we carried out an unannounced inspection at the pre-school. During the inspection, the actions listed above were explored, and the provider was able to tell, and show how they have met these. The provider has improved staff supervisions to help ensure they recognise training needs and improvements to the preschool. This will also help to ensure that staff have clear understanding of their roles and responsibilities and will receive training and support for areas that they are less confident with. The manager has worked hard to improve the building and areas that the children use, by rearranging equipment and furniture and decorating to make the setting more welcoming and inviting. She has completed tasks that make a difference to the overall safety of the setting for children and staff. The manager has updated the preschool website to include policies and procedures which are now available to all parents. The manager and trustees have contacted Ofsted with changes in information and have shown that they understand significant events that they need to inform us of.

Following this visit, we were satisfied that the provider is meeting the requirements and took no further action. The provider will be able to give parents further information about this. 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](#).