

Complaint about childcare provision

Ref: 511345/5775258

Date: 18 July 2024

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 8 July 2024 we received concerns that the provider was not meeting some of these requirements.

On 10 and 11 July 2024, we carried out regulatory telephone calls. 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 10 September 2024:

- improve the effectiveness of supervision so that the management team is monitored, and appropriate support and training is given to help them understand their roles and responsibilities
- ensure risk assessments are effective
- implement an effective complaints procedure and fully investigate each complaint.

On 13 September 2024, we found the provider had met some of the safeguarding and welfare actions but not others.

The provider had reviewed their risk assessments to ensure they were effective. They had implemented an effective complaints procedure and now had systems in place to fully investigate complaints.

However, they had not improved the effectiveness of supervision. The following action is needed by 27 September 2024:

- improve the effectiveness of supervision so that all staff practice is monitored, and appropriate support and training is given to help them understand their roles and

responsibilities.

On 3 October 2024 we conducted a regulatory visit and found that the provider had met the action set. They have reviewed their supervision procedures to ensure that all staff practice is monitored and recorded. They have introduced targets for the leadership team to help ensure the preschool is managed effectively.

We are satisfied the provider has met the safeguarding and welfare action 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](#).