

Complaint about childcare provision

EY478257/C280829

Date: 15/04/2016

Summary of complaint

On 1 April 2016 we received a complaint that raised concerns about the provider's ability to promote children's health, safety and effective learning. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to suitability of staff; training and support for staff; deployment of staff; safety and risk assessment; managing behaviour and planning and educational programmes. We found that the provider is not consistently meeting the learning and development requirements for planning and educational programmes. Some activities are not interesting or challenging enough for babies and toddlers. Staff working with these younger children do not always reflect each child's needs and abilities in their planning and teaching. Sometimes staff do not interact well enough with babies and toddlers to support them in taking part and remaining involved in a broad range of activities. Following our inspection, we sent the provider a notice to improve that asked them to: improve planning and teaching for children aged under two years in order to take account of each child's learning needs, interests and abilities and to offer each child a challenging and enjoyable experience. We also asked them to: improve staff's interactions and support for children aged under two years to ensure they respond effectively to children's emerging needs and interests and encourage their purposeful play. The provider remains 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 (Reference no. 080120)