

Complaint about childcare provision

EY489112/C283656

Date: 21/05/2016

Summary of complaint

On the 4 April and 5 April 2016, we received complaints that raised concerns about the reporting of accidents, qualification of the person in charge, information shared with parents, supervision of children, risk assessments, and assessments of children's progress. At an inspection, we looked into these concerns to see whether the setting was meeting the safeguarding and welfare requirements of the early years foundation stage. In particular, we looked at the requirements relating to how accidents are reported to parents, supervision of children, risk assessments, assessment arrangements and how information is shared with parents. At the inspection, we found that the provider did not ensure that all parents are informed of accidents sustained at the setting in a timely manner. We found that assessments of children's progress are not completed effectively to help staff support children's learning. There are weaknesses in the monitoring of staff performance and staff interaction with children. The person in charge has an appropriate qualification at level 3 and children are supervised appropriately overall. Risk assessments for the premises and outings are in place and children play in a safe environment.

Following the inspection, we sent the provider a welfare notice to improve that asked them to:

improve systems used to inform parents and/or carers of any accident or injury sustained by their child;

increase the staff's understanding of how to manage children's behaviour in an appropriate and consistent way to help all children learn boundaries and expectations;

review and monitor staff practice effectively, and provide them with support and training to make sure they understand their role and responsibilities;

make effective use of observation, assessment and planning to support children to achieve the next steps in their learning and development; and
raise the quality of teaching to a consistently good level to meet the

individual needs, interests and stages of development of all children.
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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted