

Complaint about childcare provision

EY443920/C289434

Date: 30/07/2016

Summary of complaint

On 8th June 2016 we received information that raised concerns about the provider's ability to meet the requirements of the Early Years Foundation Stage. At the inspection we looked at the concerns, in particular, the requirements relating to: ratios, key person, safety and premises, general information and records matters, information about the child and information for parents and carers. We found that children's welfare and safety is compromised. This is because the required adult-to-child ratio is not maintained, the key person system is not effective, risk assessments are not used effectively to identify and minimise hazards within the pre-school and children's hours of attendance are not recorded. We also found that children's learning and development is not effectively promoted because staff do not make consistent and precise assessments of children's progress. They do not identify where there are gaps in children's learning or provide challenging activities to help all children make good progress. Consequently, children's welfare, safety and learning are compromised because the legal requirements for the Early Years Foundation Stage and the Childcare Register are not met. Following our inspection, we sent the provider a Notice to Improve asking them to: ensure risk assessments are used to effectively identify and minimise hazards within the pre-school; keep a daily record of the names of the children looked after on the premises and their hours of attendance; ensure that the required staff-to-child ratio is consistently maintained; implement an effective key-person system to help build strong relationships with children and their parents and to tailor each child's care to their individual needs; improve assessments of children's development to ensure that information gathered gives an accurate overview of individual progress so that any gaps in learning can be closed and accurate next steps for children's learning identified. 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