

Complaint about childcare provision

EY425564/C297631

Date: 15/11/2016

Summary of complaint

Complaint

On 14 October 2016, we received information that raised concerns that the key-person system was not being effectively implemented, that staff were giving children sweets without parents' permission and they were not providing children with adequate levels of support and activities to help them settle in the mornings. We also received a notification in October 2016 from the provider that a child had sustained an injury in the outdoor play area that required medical attention.

At an inspection, we looked into this concern to see whether the childminder is meeting the requirements of the statutory framework for the early years foundation stage. In particular, the requirements relating to key persons, planning, educational programmes, and food and drink. We found that the key-person system is implemented effectively and children form good relationships with staff and other children. Staff do not give children sweets and understand the importance of helping children learn about eating a wide range of foods to support a healthy lifestyle. The inspection also found that staff acted appropriately following the injury to the child and notified all the relevant agencies. However, the inspection found that staff do not always interact effectively with children to keep them engaged, motivated and occupied.

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

improve the quality of staff's interactions with children to ensure that they are consistently engaged, challenged and motivated in their play and learning to help them make the best possible progress.

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