

## **Complaint about childcare provision**

255175/C288656

**Date:** 23/12/2016

### **Summary of complaint**

As a result of our inspection on 21 June 2016, we issued a welfare requirements notice which required the provider to comply with the Statutory Framework for the Early Years Foundation Stage for Suitable people, Child protection, Staff qualifications, training, support and skills, Risk assessment and Learning and development.

During the monitoring visit of 01 August 2016, the inspector found that staff have made little effort to set out and provide a range of activities to engage and excite children's enthusiasm for learning across the areas of learning. The trustees have started to conduct observations and monitoring of staff's practice. The monitoring record has a strong focus on assessment of risks and health and safety practice. It is not certain if the trustees and field officers have the capacity to make all the necessary improvements; especially in respect of learning and development. They made improvements to the safeguarding arrangements, risk assessment process; and they have managed to ensure all trustees have a clear DBS and know the next step is to submit EY2 forms. Supervision arrangements are taking shape and the inspector will be interested to see how the trustees and field officers use these to improve the quality of teaching and learning.

Subsequent to this visit, the committee removed the setting from the Early Years Register but the setting remained on the compulsory and voluntary parts of the Childcare Register.

The next step will be to conduct a full inspection.

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)