

Complaint about childcare provision

EY425564/C304269

Date: 16/02/2017

Summary of complaint

On 12 January 2017 we received a complaint that raised concerns that parents were not being informed of their child's progress, that the keyperson system was not effective and that parental complaints were not being dealt with by the provider. In addition, systems to ensure that the premises remain secure were not being implemented effectively. We needed to look into these concerns to see if the provider was meeting requirements in relation to information for parents and carers, keyperson, premises, information and records. In particular, these requirements state that providers must ensure that parents and carers are aware of the range and type of activities provided for children, the daily routines of the setting and how parents and carers can share learning at home.

Providers must enable a regular two-way flow of information with parents and/or carers and between providers, if a child is attending more than one setting. If requested, providers should incorporate parents and /or carers comments into children's records. Providers must only release children into the care of individuals who have been notified to the provider by the parent, and must ensure that children do not leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors.

Providers must ensure that each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs (in accordance with paragraph 1.10), to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.

Providers must put in place a written procedure for dealing with concerns and

complaints from parents and carers and must keep a written record of any complaints and their outcome.

We conducted a visit to discuss the concerns with provider. We found that there was no evidence to suggest that parental complaints were not being dealt with or that the key person system was not effective. In addition, clear systems are in place to ensure that unauthorised persons cannot enter the premises without staff knowledge. However we found that staff were not consistently ensuring that up to date information about children's learning and development is available to parents. The provider has taken steps to address this by appointing an Early Years Foundation Stage (EYFS) coordinator to monitor children's files and provide support to staff regarding assessment of children's learning. Observation of staff practice is also carried out by managers and colleagues. Training has also been provided to staff to ensure that gaps in knowledge in relation to assessment and planning are addressed.

We are satisfied with the action taken by the provider so will not be taking any further action in relation to the concerns raised.

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