

Complaint about childcare provision

EY389759/C305570

Date: 17/02/2017

Summary of complaint

On 27 January 2017 we received information that raised concerns about the provider's ability to ensure that children play in a clean environment, that appropriate resources were available, that Ofsted had been notified of a change of manager, that the new manager does not communicate effectively with parents and that there were issues with children's behaviour. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to the Safeguarding and Welfare requirements and the Learning and Development requirements. We found that the provider had failed to notify Ofsted of a change to the manager. In addition we found the premises to be unclean and not well resourced. Arrangements for observation and assessment are not accurate. The provision was in the process of taking action regarding some of these concerns. Following our inspection we sent the provider notices to improve that asked them to: ensure that the premises and equipment are fit for purpose, clean and well-organised to make best use of all spaces, indoors and outdoors. We also asked them to: ensure observations and assessment of children's development are precise and are used to identify gaps in children's learning and to: ensure that the supervision of staff is effective and used to raise the quality of teaching to the highest possible level. 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