

## **Complaint about childcare provision**

EY498066/C320201

**Date:** 05/08/2017

### **Summary of complaint**

On 11 July 2017 Ofsted received a complaint regarding practice in the setting. These were with regard to partnership with parents, storage of children's records, confidentiality, lack of support by management for staff, mobile phone use in the setting, unhealthy meals, lack of outdoor play, cleaning of the premises when children are present, which impacts on staff to child ratios and lack of activities tailored to meet children's needs. An Ofsted inspector carried out an inspection of the setting to see whether the setting was meeting the requirements of the early years foundation stage. They found that the majority of the requirements are met. However, the setting had failed to assign a key person to every child. This resulted in planning for each child not being tailored to their particular needs. Following our inspection, we sent the provider a notice to improve that asked them to ensure that a key person is assigned to each child so that their learning needs are tailored to meet their individual needs. 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)

