

Complaint about childcare provision

EY464601/C324618

Date: 29/09/2017

Summary of complaint

On 30 August 2017, we received a complaint that raised concerns relating to equal opportunities; staff qualifications training/support/skills; review of documentation, including assessment; communication with other agencies; and safeguarding policy and practice. At an inspection we looked into these concerns to see if the provider was meeting the requirements relating to equal opportunities; assessment; safeguarding practice; safeguarding policy; general suitable people matters; qualifications; training, support and skills; and general information and records matters. We found that safeguarding policy and practice is effective. The provider ensures that Disclosure and Barring Service checks are completed for all staff. Staff are suitable to work with children. The provider meets the staff qualification requirements. However, the provider does not ensure that adequate arrangements are in place to support children who have special educational needs and/or disabilities. Communication with other agencies is weak. Not all staff have sufficient training, support and skills to offer quality learning and development experiences for children of all groups. Assessments of children's progress are inaccurate. Arrangements of planning and monitoring of children's progress are ineffective. Following our inspection we set the following actions: ensure effective arrangements are in place to support children who have special educational needs and/or disabilities; ensure effective arrangements are in place to share information with parents, professionals and other settings that children attend; ensure that assessments of children's starting points and progress are accurate and effectively inform planning to help close gaps in children's learning; and ensure that all staff have the necessary skills to deliver the learning programme and to meet the needs of individual children. The provider remains registered with Ofsted Complaint

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