

Complaint about childcare provision

EY398965/C328608

Date: 04/11/2017

Summary of complaint

On 11 October 2017, we received a complaint that raised concerns about the provider's ability to meet requirements. At an inspection we looked at the concerns to see whether the provider was meeting the early years foundation stage requirements in relation to the learning and development requirements, in particular Education Programmes. We also looked at the concerns relating to Suitable people; Training, support and skills; Premises; Risk Assessment and General information and records matters. We found that the provider has robust recruitment procedures in place, risk assessments are carried out and required records are kept. However, the provider does not monitor and supervise staff practice well enough to improve and strengthen the quality of teaching. Staff do not provide suitably challenging and enjoyable activities and experiences for children to help them make good progress in their learning. The premises and resources have not been maintained to a good standard. Following our inspection, we sent the provider a notice to improve that asked them to: implement appropriate systems for the supervision of staff, providing support, coaching and training in order to improve the quality of teaching and ensure children receive a good quality learning experience; provide suitably challenging and enjoyable activities and experiences to meet children's individual learning needs and support them in making the best possible progress; ensure that the premises and equipment are clean, well maintained and fit for purpose. 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