

## **Complaint about childcare provision**

EY539415/C333091

**Date:** 27/12/2017

### **Summary of complaint**

On 28 November 2017, we received a complaint that raised concerns about activity planning, children's learning, safeguarding, the supervision of children, partnerships with parents, equal opportunities, and risk assessment and safety. At an inspection, we looked into these concerns to see whether the provider was meeting requirements to safeguard children and promote their welfare. In particular, the requirements relating to safeguarding practice, planning, educational programmes, safeguarding policy, staff deployment, risk assessment, information for parents, complaints, child supervision, safety and risk assessment. We found that staff assess risks to children and consider the weather and children's needs when using the garden area. Staff supervise the children well and deploy themselves effectively. Staff manage complaints well and records are available. We found that safeguarding is effective and staff promote equal opportunities. However, they do not plan and provide the children with challenging activities to help them to make good progress in their learning. They do not provide children with a stimulating learning environment. For example, resources are stored away so that children do not have opportunities to select them independently. Partnerships with parents are not fully developed. For example, staff make changes without informing parents. Following our inspection, we sent the provider a notice to improve which asks them to: improve the assessment systems to identify specific next steps for children and use these to plan challenging activities that support and extend children's learning and development ensure that parents are well informed about changes that are made to the routines and activities that their children are involved in. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)