

Complaint about childcare provision

EY393654/C199678

Date: 29/11/2013

Summary of complaint

On 25 November 2013 we received information that raised concerns about partnerships with parents, the cleanliness and security of the pre-school premises, the condition of equipment and children's access to scissors. Concerns were also raised about how accidents are managed, recorded and shared, how risks are assessed and managed, equal opportunities and how children's individual needs are met. At an inspection we looked into this concern to see whether the setting was meeting the requirements for learning and development, safeguarding and promoting children's welfare. In particular, the requirement relating to Child Protection; Health; Safety and suitability of premises, environment and equipment; Equal opportunities; and Information and records.

We carried out an inspection and found that staff gather useful information from parents when children first attend the pre-school. This gives them information about children's likes, dislikes and interests. However, staff do not consistently evaluate observations, to accurately identify what they need to do, to plan children's next steps and move them on in their learning. This means that the individual needs of all children are not always met. There are good arrangements in place to build positive relationships with parents, share information with them and keep them informed about the setting and their child's day. Staff share information with parents about any accidents that may have occurred to their children and accident records are maintained. Risk assessments are carried out, to ensure that children are able to play safely indoors. The premises and equipment were found to be clean. However, the gate to the pre-school garden is broken and difficult to lock. This means that it is possible for children to leave the premises unsupervised. There is also potential for unauthorised persons to be able to enter the garden. The scissors were found to be age-appropriate and children are supervised well to minimise any risks.

Following our inspection we sent the provider a notice to improve that asked them to:

ensure consistent steps are taken to maintain the security of the premises, with particular regard to ensuring that the gate is secure so that intruders are not able to access the premises and children are not able to leave unsupervised;

improve how the information from observations of children's learning is used, to ensure that staff recognise children's progress and understand how to plan for the next steps in their learning;

ensure activities meet the interests and stage of development of each child and that children are engaged and fully focused during all activities, in order to maximise their learning potential .

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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)