

## **Complaint about childcare provision**

116838/C194332

**Date:** 02/04/2015

### **Summary of complaint**

This inspection was brought forward as a result of some concerns raised to Ofsted about safeguarding practice, staff deployment, hygiene, drinking arrangements, outdoor play, security and meeting children's individual needs.

The inspection found there to be no concerns relating to security, drinks being readily accessible, children being dressed appropriately for outdoor play and that the key person system is effective in settling children. Practitioners take necessary steps to prevent the spread of infection and hygiene routines are soundly implemented. Practitioners generally take necessary steps to ensure they safeguard children. Staff are suitably deployed and know their responsibilities as they prepare for the daily routines. However, practitioners are not effectively carrying out their equal opportunities policy as they are not supporting and meeting the needs of children where developmental concerns have been raised. Practitioners are not confident in sharing information with parents where they have observed children are not making expected progress in some areas of learning in order to engage them in seeking specialist support and advice. This means arrangements for assessing, reviewing, monitoring and evaluating the provision for special educational needs are weak.

Following our inspection we sent the provider a notice to improve asking them to: improve the two-way flow of information with parents regarding the progress their children are making, particularly when children are not reaching expected levels of development, and help parents engage in seeking advice and specialist support.

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)