

Complaint about childcare provision

EY399366/C295528

Date: 11/11/2016

Summary of complaint

On 22 September 2016 we received a complaint that raised concerns about the effectiveness of the key person system, support for children's transitions, supervision of children, record keeping including assessment records and sharing information with parents.

We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'learning and development' and 'safeguarding and promoting children's welfare'. In particular, the requirements relating to assessment, key person, staff to child ratios and information and records.

On 29 September 2016 we made an unannounced visit to the setting. We found that staff to child ratios are met and that staff are deployed effectively to meet the needs of children. The setting provides a flexible approach to children settling and children who are finding it difficult to settle are supported by their key person.

We found that staff carry out regular observations and assessments of children and these are recorded in children's 'learning story'. Parents have the opportunity to read and input into their children's records. However, processes for parents to input into their child's learning and development records are not consistently followed. Therefore, assessments such as those at age 2 years do not reflect the views of parents and some parents feel they do not get information about their child. We also found that confidential records relating to children are not held securely so that only those who are permitted to, are able to access them.

Although it does not relate to the original concerns raised, we found that there are inconsistencies in hygiene practices such as at meal times and

when taking care of children's care needs. This does not help prevent the spread of infection. We also found that there are inconsistencies in staff's understanding of procedures to follow in the event of an allegation against a member of staff.

Following our visit, we issued the provider with a notice to improve that required them to:

improve systems for sharing information about children's progress with parents so that parents are kept informed and have the opportunity to contribute to their child's learning and development

ensure all staff understand the procedures to follow in the event there is an allegation against a member of staff

ensure staff consistently follow hygiene practices in order to prevent the spread of infection

ensure confidential information relating to children is held securely.

We monitored the provider's compliance with this notice. We are satisfied with the action the provider has taken. The provider continues to be 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 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