

## **Complaint about childcare provision**

EY287057/C312065

**Date:** 17/05/2017

### **Summary of complaint**

On 10 April 2017 we received concerns that raised a complaint about educational programmes, planning, assessments, safeguarding practice relating to the use of mobile phones, ratios, how staff manage children's behaviour, the premises with relation to the room size, risk assessment and safety, and lack of information being shared with parents and carers.

At an inspection, we checked the provider was meeting the requirements to safeguard children and promote their welfare and learning and development.

We found that the safeguarding policy and procedures are known to staff and implemented appropriately, including for the safe use of mobile phones. The provider ensures that risk assessments are in place, the premises meets space requirements, children's safety is assured and ratios are adhered to. Behaviour is managed appropriately and staff plan to meet educational programmes in line with the early years foundation stage areas of learning. However, we found that although staff plan general activities for children they do not use assessments effectively to plan accurately for children's next steps in learning. Furthermore, although parents receive some information, such as the policies, and a new system to share children's progress is now in place, the provider does not ensure that all parents receive sufficient information about their children's development to keep them informed and to help them support children's learning at home.

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

improve the use of assessment to obtain a clearer understanding of children's abilities and to plan accurately for their next steps in learning to help all children make good progress

ensure all parents receive sufficient information about children's development to keep them informed and to help them support children's learning at home.

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 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)