

Complaint about childcare provision

120286/ C156167

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Summary of complaint

On 29 September 2011, we received a complaint that raised concerns about a lack of stimulating activities being available for children and poor staff interaction with children. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements for 'Suitable people'. In particular, these include a requirement that states; adults looking after children must have appropriate qualifications, training, skills and knowledge. In addition, we needed to investigate to see whether the setting was meeting the Early Years Foundation Stage welfare requirements for 'Organisation'. In particular, these include a requirement that states that providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found through looking at documentation that the majority of staff hold a level 3 qualification and all staff attend training throughout the year. Although children are happy and are enjoying themselves, the play resources and activities available to the children in one room was not effectively planned or organised. Children were not using all the equipment because it was uninviting and not all staff members were engaging the children in conversation or encouraging their play.

We issued a notice of action to improve that requires the provider to:

ensure that every child receives an enjoyable and challenging learning experience tailored to meet their individual needs (The Early Years Foundation Stage General Welfare Requirements - Organisation).

We have received a response from the provider confirming that they have completed this action. We are satisfied that the provider has taken the appropriate steps. 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)