

Complaint about childcare provision

EY473827/C313861

Date: 03/06/2017

Summary of complaint

On 3 May 2017, we received a complaint that raised a number of concerns about children's safety and welfare. At an unannounced inspection we looked into these concerns to see whether the setting was meeting the safeguarding and welfare requirements; in particular the requirements relating to ratios, staff training, support and skills, key persons, child supervision, staff deployment, accident or injury, risk assessment, and general information and records matters.

During the inspection we found that there were sufficient numbers of staff working at the setting to ensure that ratios were consistently met overall. We found that each child had been assigned a key person and children are adequately supervised. Risk assessments are undertaken to keep hazards to a minimum. In addition, accidents and injuries are recorded by staff, and children generally are well cared for. General information and child records are all in place for each child and staff have access to these.

However, during the inspection we found that staff were not given the coaching, support and training to ensure they can carry out their roles and responsibilities effectively, and staff deployment and the organisation of space were not good enough to meet children's learning and development needs successfully.

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

- ensure the organisation within the rooms and deployment of staff across the nursery meet children's learning needs effectively
- ensure staff are offered regular supervision, coaching and support to

enable them to carry out their roles effectively

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