

## **Complaint about childcare provision**

EY475354/C303336

**Date:** 24/01/2017

### **Summary of complaint**

On 29 December 2016, we received a complaint about staffing levels and the impact this was having on children's care and learning experiences. Since the last inspection there have been several concerns raised about the quality of the provision. We needed to check that the provider was meeting the safeguarding and welfare requirements; in particular the requirements relating to ratios; training, support and skills; key persons; child supervision; staff deployment; and food and drink.

An unannounced inspection was carried out. We found that the management team had taken action to ensure that minimum adult-to-child ratios are maintained and staff are deployed adequately to supervise the children. Staff supervised children appropriately during hygiene routines. They ensured that food and milk were stored appropriately and that children were offered regular meals and snacks. The management team intended to consult with parents about mealtimes. However, we found that the high turnover of staff had a negative impact on the quality of care and children's learning experiences, particularly in the pre-school group. The key-person system was not effective in the pre-school group. Staff, particularly in this group, did not receive the support, guidance and training they needed to improve the quality of their teaching and outcomes for children. Partnerships with parents required improvement to ensure relevant information was shared to help provide children with the continuous support they needed. The provision was judged to require improvement.

Following the inspection we sent the provider an actions letter that required them to:

assign a key person to each child to ensure that they receive the support they need and feel emotionally secure develop good partnerships with parents and improve information sharing about children's learning, development and care needs to provide children with the continuous support they need provide more effective support, guidance and training opportunities for all staff to improve

the overall quality of teaching and the outcomes for children.  
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)