Complaint about childcare provision

EY397684/C317444

Date: 12/07/2017

Summary of complaint

On 14 June 2017, we received a notification of a concern that in one of the play rooms, the robin room, children were not being supervised well, staff were not deployed effectively, the key-person system is failing, ratios did not meet the requirements, policies and procedures were not being followed and there was a lack of communication between staff. We carried out an unannounced visit and looked into these concerns to see whether the provider was meeting the requirements relating to supervision of children, staff deployment, the key-person system, risk assessing, safety of the premises and information for parents and records. We carried out an inspection, which judged that the overall effectiveness of the setting requires improvement and did not meet some of the learning needs of some of the children who attend. Overall, they were meeting ratios but staff were not always deployed well enough to supervise children's learning and development fully. In addition, there are some weaknesses in the toddler 'robin room', which caters for children aged two and a half to three and half years old. For example, the management team are not implementing an effective key person system. Staff in this room are not consistently monitoring children's progress and do not always communicate well with parents. However, generally throughout the rest of the nursery, there is an effective key person system. Children make steady progress and staff share information with parents. Staff communicate well with each other. They risk assess well and children are safe in the setting. Following our inspection, we set the following actions: ensure staff consistently deploy themselves effectively to help them more effectively in their learning and development implement an effective key-person system for staff in the 'robin room' to fully support children and strengthen partnerships with parents. 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)