

## **Complaint about childcare provision**

EY372246/C326722

**Date:** 21/10/2017

### **Summary of complaint**

On 25 September 2017, Ofsted received a complaint that raised concerns about the safety and welfare of children. The concerns related to the staff-to-child ratios not being maintained, particularly in the baby room. At the inspection, we looked into these concerns to ensure the provider was meeting the safeguarding and welfare requirements for general suitable people matters; training, support and skills; ratios; and staff deployment. We found that while staff ratios were maintained throughout the nursery and that the deployment of staff was effective in the baby rooms, staff deployment in the toddler rooms and pre-school rooms did not support and promote effective interactions with children. There were no concerns relating to suitability, training or support for staff. Following the inspection, we sent the provider a notice to improve that asked them to: strengthen the ways staff deploy themselves, particularly outdoors, to ensure that they make purposeful interactions with children and are able to respond to their individual needs, enhance their learning and development, and improve the outcomes for all children. The provider remains registered with Ofsted. Complaint

### **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)