

Complaint about childcare provision

EY551303/C326087

Date: 24/10/2017

Summary of complaint

On 18 September 2017, we received a complaint that raised concerns about the daily operational procedures and care of the children. We completed an inspection to look at the safeguarding and welfare requirements, in particular the requirements relating to safeguarding practice and policy; training, support and skills; key persons; ratios; child supervision; staff deployment; and complaints. At the inspection, we found that the staff understand safeguarding procedures, as noted in their policy, and are aware of any current concerns about the children. We found that the new manager is implementing supervisory meetings to help support staff practice. However, although staff receive an induction, this is not consistently implemented successfully or monitored to ensure all staff are aware of their roles and responsibilities and meet all children's needs well enough. Some children have a constant key person, which helps them build positive relationships with staff and others. However, due to current staffing arrangements, there is no consistent key person for other children, to meet all children's emotional and individual needs and help them settle in. Staff supervise children and meet the correct ratios, but some staff are temporary and do not consistently work with the same children. Staff deployment is not consistently effective to ensure they meet the needs of all children. There are clear systems to address any concerns from parents, and the management team responds promptly to written complaints to explain how it is addressing any issues raised. The inspection resulted in an inadequate judgement and we sent the provider a notice to improve that asked them to: improve staffing arrangements and deployment of staff to meet the needs of all children effectively and provide more challenging and motivating learning and development experiences, to help children make the progress they are capable of; assign a key person to each child to consistently support and meet their individual learning and care needs and work closely with parents; provide all staff with an appropriate induction programme so they have a

clear understanding of their roles and responsibilities and the support, coaching and training they need to improve the quality of teaching. 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