

Complaint about childcare provision

EY349587/C330995

Date: 06/12/2017

Summary of complaint

On 6 November we received a complaint that raised concerns about how staff are supported, behaviour management and use of the premises. We needed to check that the provider was meeting the welfare and safeguarding requirements. In particular, those relating to staff training, support and skills; behaviour management; and use of the premises in relation to outdoor play opportunities. We carried out an unannounced inspection. We found that although the provider has some systems in place to supervise staff and discuss their performance, these are not effective in helping all staff increase their knowledge and skills to ensure that the quality of teaching is good. Staff have an understanding of appropriate behaviour management strategies and use these to help children to learn how to manage their behaviour. The provider links with external agencies for guidance and strategies on how to deal with any behaviour issues, and this is being followed by the staff. The provider makes sure that all children have access to outdoor play for a set time each day, but they do not make the best use of the resources to extend children's outdoor learning experiences. Following the inspection, we sent the provider a notice to improve that asked them to: increase the support for staff to develop their knowledge and skills to raise teaching to a consistently good level. 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