

## **Complaint about childcare provision**

EY495639/C332525

**Date:** 29/12/2017

### **Summary of complaint**

On 22 November 2017, we received a complaint that raised concerns about safeguarding practice and staff shouting at children. Other concerns related to a sewage leak at the setting, high staff turnover, unsuitable provision for children who have special educational needs (SEN) and/or disabilities, ratios in the baby room and emergency procedures. Additionally, since the last inspection there have been four complaints, including two which link to the concerns received on 22 November. At an inspection, we looked into these concerns to see whether the setting was meeting the safeguarding and welfare requirements, in particular those relating to behaviour management, premises, safety, staff ratios and deployment. We also looked at the impact from recent staff departure, and the quality of the setting, and provision for children who have SEN and/or disabilities. At the inspection, we found that leaders dealt with the immediate issues following the sewage leak and that staff ratios and deployment are sufficient. However, due to the high turnover of staff, this has had a negative impact on the effectiveness of the key-person system and parental partnerships. We found that leaders do not ensure staff provide children with clear guidance to manage their own behaviour and new staff do not know the procedures to follow in the event of an emergency. Furthermore, the quality of provision to support children who have SEN and/or disabilities is ineffective. Following our inspection, we served a welfare requirements notice on the provider that required them to: ensure staff provide children with clear explanations and guidance to help them manage their own behaviour develop the key-person system to help staff work with parents and children effectively to support children's individual learning needs and well-being improve the use of risk assessment to minimise all risks to children's safety and welfare ensure the premises are suitable for children's use, particularly to protect their privacy and dignity during personal care routines and to provide sufficient space for babies make sure children and staff understand how to keep themselves safe in an emergency ensure

staff plan and provide appropriate targeted support for children who have SEN and/or disabilities to reflect their individual requirements. It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution. 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)