

## **Complaint about childcare provision**

EY437625/C199915

**Date:** 04/12/2013

### **Summary of complaint**

On the 3 December 2013, we received a complaint that raised concerns about Playroom Day Nursery. At a priority inspection we looked at these concerns to see whether the setting was meeting the Safeguarding and Welfare requirements of the Statutory framework of the Early Years Foundation Stage. In particular, the Staff: child ratios; child supervision and staff deployment. During the inspection we found that the correct staffing ratios were being applied and that children were adequately supervised. However, staff are not always deployed appropriately to support each other and to ensure children's individual learning and development needs are met adequately during some group activities. Consequently some children lose interest in their learning.

Following our inspection, we sent the provider a notice to improve that asked them to

- ensure that staff are deployed appropriately to provide children with sufficient support in their learning, particularly during group activities.

### **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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)