

## **Complaint about childcare provision**

EY305606/C272871

**Date:** 08/04/2016

### **Summary of complaint**

On 11 January 2016 we received a complaint which raised concerns about the qualifications of the staff and staff to child ratios. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

Ofsted conducted an inspection to look into these concern to see whether the setting was meeting EYFS welfare requirements, in particular we considered the requirement relating to, Staff qualifications, training, support and skills which states: 'The daily experience of children in early years settings and the overall quality of provision depends on all practitioners having appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities.' We also looked into the EYFS welfare requirements relating: Staff to child ratios which states: 'Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions.

At the inspection we found that staff were suitably qualified and that staff to children ratios were met. However the inspection judgement was that the quality and standards of the early years provision was inadequate. The provider was issued with notices to improve that asked them to:

- make sure all staff understand the safeguarding policy and procedure and have an up-to-date knowledge of safeguarding issues
- ensure staff's professional development needs are identified and met through on-going supervision, support and training, so the quality of teaching and learning improves
- ensure assessment is used effectively to check children's level of

achievement and to identify what they need to learn next

- the quality of teaching so all children benefit from activities that engage and challenge them and help them to move forward in their learning
- ensure staff understand how to meet the needs of all children and interact with them appropriately during play and routines
- improve the key person system so children are provided with consistent care and support, and includes effective partnership working with parents
- make full use of the information gathered from parents about the language children speak at home to help support children's communication and language, particularly their English speaking skills.

We will monitor compliance with the notices issued. The setting will be re-inspected within six months. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)