

Complaint about childcare provision

EY364529/C303635

Date: 20/01/2017

Summary of complaint

On 5 January 2016, we received a complaint that raised concerns about staff ratios, cleanliness of the premises and the key person system. At an inspection on 27 April 2016 we looked into these concerns to see whether the setting was meeting the safeguarding and promoting children's welfare requirements. In particular, the requirements relating to Ratios, Premises and Key person. On arrival we found that the staff-to-child ratios were not being met. On further checking of attendance registers we found several occasions where the number of staff working did not meet the statutory requirements for the number of children attending. We found the premises to be adequately clean. Toys and resources are cleaned by staff and there is a daily cleaner and house keeper that support staff in ensuring that the setting remains clean. We found the key-person system to be poor. Children's care and learning is not tailored to meet their individual needs. Following our inspection, we sent the provider a notice to improve that asked them to ensure that: ensure that staffing arrangements meet the needs of all children, children are suitably supervised and staff are deployed effectively to meet required ratios; ensure that the key-person system is used effectively to promote children's learning and ensure that their care is tailored to meet their individual needs. 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