

Complaint about childcare provision

EY363805/C320029

Date: 03/08/2017

Summary of complaint

On 10 July 2017, we received a complaint that raised concerns about how the provider is running the nursery short-staffed. In addition, the complaint raised concerns that staff are not suitably deployed to meet the needs of the children and that children's safety is compromised as parents are left unsupervised with children. At an unannounced inspection, we looked into these concerns to see whether the provider was meeting the requirements for safeguarding and promoting children's welfare; in particular the requirements relating to safeguarding practice, general suitable people matters, ratios and qualifications, staff deployment, premises and training, support and skills. During the inspection, we found that staff have a suitable understanding of child protection matters and appropriate safer recruitment procedures are in place. Furthermore, the premises are safe and the staff receive suitable supervision and training to help develop their knowledge. However, we found that ratios are not always met, and staff deployment is poor and poses a risk to children's safety. In addition, unqualified staff are left unsupervised with groups of children. We also found that the staff are not able to supervise children effectively at all times to meet their individual needs and keep them safe. Furthermore, we found that the key-person approach is not maintained and managed effectively to enable staff to provide effective support to all children. We judged the overall effectiveness of the setting to be inadequate and that it did not meet the needs of the children who attend. Following our inspection, we served a notice to improve to the provider that required them to: ensure that the adult-to-child ratio, the number of qualified staff and staff deployment are maintained consistently throughout the day ensure that children are supervised effectively at all times to meet their individual needs and keep them safe ensure that the key person approach is maintained and is managed effectively ensure that staff provide good-quality learning experiences and effective support to promote outcomes for children. The provider remains registered with Ofsted. Complaint

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