

Complaint about childcare provision

221633/C312619

Date: 23/05/2017

Summary of complaint

On 19 April 2017, we received a complaint that raised concerns about the provider's ability to safeguard children. At an inspection, we looked into these concerns to see whether the provider was meeting the safeguarding and welfare requirements. In particular, the requirements relating to safeguarding practice and policy; training, support and skills; qualifications; general suitable people matters; managing behaviour; key persons; equal opportunities; general information and records matters; information for parents and carers; and complaints. We also looked at whether the provider was meeting the learning and development requirements in relation to planning, education programmes and assessment.

We found that a number of safeguarding and welfare requirements were not being met. Children's safety and welfare are compromised. Not all staff are fully aware of the nursery's child protection procedures or secure in their knowledge of how to respond to signs of possible concern for a child's welfare. We also found that staff in the baby room are not adequately trained on the emergency evacuation procedure. This has a significant impact on children's safety and well-being. The key-person system is not implemented effectively to support children's well-being. Each child is allocated a key person. However, due the high staff turnover, some staff working in the rooms do not gain a good knowledge of all the children they are caring for. This means these staff are not able to meet children's care and learning needs effectively. The quality of teaching is variable and does not consistently support children to make good progress in their learning.

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

ensure that all staff understand the safeguarding policy and procedures

effectively;

ensure all staff understand the evacuation procedure so that children are protected in the event of an emergency

ensure that the key-person system is effective in meeting children's individual learning and care needs at all times

improve the overall consistency of teaching to ensure that all children are provided with purposeful and challenging experiences.

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