

Complaint about childcare provision

134835/C216885

Date: 20/06/2014

Summary of complaint

On 10 June 2014, Ofsted received information from several external sources that raised concerns with staff deployment and ratios. In particular they related to concerns that children's needs were not met at certain times of the day, particularly in the baby room of the nursery. At an inspection, we looked into this concern to see whether the provider was meeting the statutory requirements in respect to safeguarding and promoting children's welfare. In particular, the requirements that link to staff deployment, ratios and risk assessment.

We found that staff ratios in the nursery are met overall but the deployment of staff especially at busy drop off times and during staff breaks does not support the needs of the children, especially in the middle age rooms of the nursery.

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

ensure staffing arrangements meet the needs of all children and that they are adequately supervised at all times and particularly during busy periods of the day times such as drop off and pick up times and staff breaks.

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)