

Complaint about childcare provision

EY440847/C221699

Date: 06/08/2014

Summary of complaint

On 26 July 2014 we received information that raised concerns about the provider's management of different aspects of children's care, safety and hygiene in the nursery and her arrangements for checking the suitability and conduct of staff and for maintaining staff: child ratios. At inspection we looked into the concerns to see whether the provider was meeting the Safeguarding and Welfare Requirements in particular relating to Child Protection, Suitable People, Ratios, Premises and Information and records. We found that on the day of the inspection that not enough staff were present to meet staff: child ratio requirements. The provider also does not have effective procedures to ensure that a current Disclosure and Barring Service check is promptly obtained for every person who works with the children or who works or lives on the premises.

Although it was not part of the original concern we also identified that the provider does not have sufficiently effective arrangements for the supervision of staff who work with children. We further identified that the planning and organisation of activities is not always effective enough to ensure that staff consistently interact with children and make the best use of resources in order to stimulate and sustain their interest.

Following our inspection we sent the provider a notice to improve that asked them to: improve staffing arrangements to ensure required staff: child ratios are always met and so that staff are effectively deployed in order to consistently give babies and children good quality support for their learning and well-being

implement effective systems to ensure all people who work directly with children or who work or live on the premises are suitable, including ensuring the prompt completion of a Disclosure and Barring Service check for every person

implement effective arrangements for the supervision of staff which include regular opportunities for them to discuss their work with children, and to review their performance, resulting in clearly defined support for their continued professional development

improve the planning and organisation of activities so that staff consistently and positively interact with babies and children without interruption and make effective use of interesting resources to stimulate their interest and active, sustained involvement

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)