

Complaint about childcare provision

EY225569/C215674

Date: 22/07/2014

Summary of complaint

On 8 June and 25 June 2014, we received complaints that raised concerns about children being left in soiled clothing and staff not meeting the children's individual needs. We investigated these concerns to see whether the setting was meeting the Early Years Foundation Stage Safeguarding and Welfare requirements, relating to 'Health'; in particular, the requirement that states that the provider must promote the good health of the children, and 'Staff deployment' in particular the requirement that providers must ensure staffing arrangements meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

Ofsted does not investigate to prove or disprove a complaint, but uses the information to check if the childcare provider is meeting all legal requirements.

We carried out an unannounced visit to the setting. We found that there were appropriate arrangements in place to ensure that children were well supported in their toilet training and their clothing changed immediately if required. The staff were aware of the children's differing needs and had appropriate strategies in place for liaising with parents. However, staff were not consistently well deployed within the provision, to help support children's safety and to ensure that all of their care and individual needs were met.

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

make sure that staffing arrangements are effective, in order that children are always adequately supervised and the staff are consistently well deployed to meet the needs of all children and ensure their safety (The Early Years

Foundation Stage General Welfare Requirements-Staff deployment).

We are satisfied with the action taken by the provider. 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)