

Complaint about childcare provision

EY396156/C262352

Date: 28/11/2015

Summary of complaint

On 6 October 2015 we received a concern about staffing arrangements and Disclosure and Barring service (DBS) checks.

We investigated the concerns to see whether the provider was meeting the Early Years Foundation Stage [EYFS] welfare requirements relating to Staff: child ratios and Suitable people.

In particular, the requirement for providers to ensure that staffing arrangements must meet the needs of all children and ensure their safety. The ratio and qualifications requirements apply to the total number of staff working directly with the children. Providers must have obtained an enhanced criminal records disclosure check (CRB) or must obtain a DBS check.

We completed an unannounced visit and found the requirements to be met with regard to Suitable people, all staff have either a CRB check or a DBS check. We were told that apprentices who although work with small groups of children are supervised. However on the day of the visit the Staff:child ratios were not being met and a daily record of each child's key person or any other adult present were not completed. This meant it was unclear if ratios had not been met before and if there was a fire or another emergency then there was no record of the adults present.

Following our visit we sent the provider a notice to improve that asked them to;

Ensure the ratio requirements detailed in the EYFS are met at all times.

Make sure reasonable steps are taken to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency.

We conducted a second visit to monitor the actions taken by the provider and found the provider had met the actions set; therefore we are not taking any further action.

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)