

Complaint about childcare provision

123610/C276826

Date: 13/04/2016

Summary of complaint

We received information on 19 February 2016 that raised concern that the provider was failing to meet safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS) relating to 'Staff:child ratios,' and 'Premises, environment and equipment.'

Ofsted does not investigate to prove or disprove a complaint but looks into the information received to see if the provider is meeting all applicable legal requirements.

We visited the nursery and found that the manager was unable to demonstrate that staff:child ratios, as set out in the EYFS were consistently met, that records of children's hours of attendance were not completed accurately, that procedures to protect children with specific dietary requirements had not been followed, that staff were not being adequately coached or supported, and that the risk assessment for the garden had failed to identify broken equipment that posed a potential hazard to children.

This meant that several requirements of the EYFS were not being met. These include 'staff:child ratios, namely that 'Staffing arrangements must 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; 'risk assessment, namely that 'providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks; 'food and drink,' namely that 'providers must record and act on information from parents and carers about a child's dietary needs; 'information about the provider,' namely that 'providers must hold the following documentation: a daily record of the names of the children being cared for on the premises, their hours of attendance; 'Staff qualifications,

training, support and skills,' namely that 'Providers must put appropriate arrangements in place for the supervision of staff who have contact with children and families.'

We issued welfare requirements notices to the provider instructing them to take appropriate action to meet these requirements. We visited the setting on 24 March 2016 and found that the provider had taken appropriate action to meet all notices served. The setting 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)