

Complaint about childcare provision

123606/C278061

Date: 23/04/2016

Summary of complaint

We received information from a number of sources that raised concerns that the provider was failing to meet the safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS). The concerns relate to 'Staff:child ratios', 'Risk assessments' and 'Premises'.

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 on 11 March 2016 and found that during a programme of improvement, several legal requirements have not been met. The staff:child ratios have not been consistently met as set out in the EYFS, that records of staff and children's hours of attendance are not completed accurately. We also found that risk assessments have not been effectively carried out to ensure that the indoor spaces used for childcare are suitable or big enough to meet the children's needs.

This means that several requirements of the EYFS are 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 that staff and children in their care are not exposed to risks;' and premise, namely that the premises and equipment must be organised in a way that meets the needs of children and the indoor space requirements'.

We issued a welfare requirement notice that instructed the provider to take appropriate action to meet the requirements.

We visited the provider on 5 April 2016 and found that they took appropriate action to meet the requirements of the EYFS.

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)