

Complaint about childcare provision

EY388938/C299459

Date: 02/12/2016

Summary of complaint

On 8 November 2016, we received information that raised concerns about the staffing arrangements including ratios, supervision and qualification requirements. At an inspection, we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to; Staff: Child Ratios in particular the requirement that staffing arrangements, including supervision arrangements, meet the needs of all children and ensure their safety; Staff Qualifications, Training, Support and Skills: in particular, the requirement that there are sufficient qualified staff and there are suitable management arrangements.

The following were found at the inspection. Although adult: child ratios were found to be met, the manager was included in these, but had to undertake other duties, such as answering the door and making breakfast. This meant that she was not always in the room to consistently contribute to the supervision of the children and fully ensure their safety. Furthermore, it was observed during the inspection that staff did not always pay enough attention to what younger children were doing to anticipate and prevent accidents from occurring. We also found that although general qualification requirements were met, the cook was left on occasions in charge of the nursery in the absence of both the manager and deputy manager. The provider was unable to demonstrate this person's suitability to do so.

Following our inspection, we served a welfare requirements notice on the provider that required them to:

ensure that staff are vigilant in their supervision of children at all times to minimise accidents; ensure that staff are suitably deployed to meet children's needs and ensure their safety, and ensure that the person designated to take charge in the absence of the manager is suitable to do so.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted