

## **Complaint about childcare provision**

EY443010/C260805

**Date:** 28/01/2016

### **Summary of complaint**

On 21 September 2015 we received a complaint that raised concerns about the lack of staff qualifications and that staff: child ratios were not being maintained. We needed to investigate this concern to see if the provider was meeting requirements in relation to staff qualifications and staff: child ratios. In particular these requirements state that in group settings, the manager must hold at least a full and relevant level 3 qualification and at least half of all other staff must hold at least a full and relevant level 2 qualification. Providers are also required to ensure 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.

We conducted a visit to discuss these concerns and found that although staff: child ratios were met at the time of the visit, there was evidence to suggest that on previous occasions, staff deployment did not always ensure that staff: child ratios were met when required. We also found that documentation relating to children's registers for some of the group rooms was not readily available. Furthermore the provider was unable to produce documentation that demonstrated that all staff had up to date criminal record checks.

Following this visit we issued a Notice to Improve that asked the provider to:

- Ensure that all staff have up to date DBS checks in place
- Ensure that documentation relating to children's registers are available for inspection at all times
- Review systems for staff deployment so that staff ratios are maintained at all times

The provider has taken steps to ensure that actions raised have been met. For example, all staff are having their criminal record checks updated so that checks can be completed on an annual basis. Staff will now be expected to provide the management team with the attendance registers so that these can be checked and filed as necessary. New systems have been developed to ensure that staff deployment is effective so that ratios can be maintained.

We are satisfied with the action taken by the provider so will not be taking any further action regarding the matter.

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)