

Complaint about childcare provision

309853/C279520

Date: 07/04/2016

Summary of complaint

On 17th March 2016, we received a complaint that raised concerns about staff to child ratios, staff understanding of safeguarding, staff understanding of children's learning and development, record keeping and risk assessments. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to the safeguarding and welfare and learning and development requirements. We found that some staff had a poor understanding of safeguarding issues. There was confusion regarding children's assessments and risk assessments were not effective enough to ensure identified risks to children were minimised. We found there was sufficient numbers of staff working at the setting to ensure that ratios were consistently met overall. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that all staff have up to date knowledge of safeguarding, to enable them to identify signs of possible abuse and neglect, and to respond in a timely and appropriate way and to protect children; ensure that children are not exposed to risks by promptly identifying and removing all hazards; ensure that assessments are sufficiently rigorous to identify children's progress from their starting points, so that staff understand children's needs and can plan activities to shape their learning. In addition we required the provider to improve manager's knowledge and understanding of the legal requirements of the Early Years Foundation Stage, to ensure that they are clear about their roles and responsibilities, in order to ensure children are kept safe and well. These significant weaknesses in practice are breaches in the requirements of the Statutory framework for the Early Years Foundation Stage and are also breaches of the requirements of the Childcare and Voluntary Childcare Registers. 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)