

Complaint about childcare provision

EY379607/C300868

Date: 21/12/2016

Summary of complaint

On 23 November 2016, we received a complaint that raised concerns that staff to child ratios are not met at all times, that visitors are allowed to move around the setting unescorted. We looked into the concerns to see whether the provider was meeting the early years foundation stage requirements relating to Suitable people and Premises; in particular the requirements that state: Providers must not allow people whose suitability has not been checked to have unsupervised contact with children who are being cared for. Providers must meet the requirements for adult: child ratios set out in Appendix 2. We carried out an unannounced visit to the premises and found that on the day of the visit the staff-to-child ratios were not being maintained in the toddler room. We found that all visitors to the setting are escorted by a member of staff at all times within the provision.

Following our inspection, we issued a notice to improve that required the provider to: make sure adult-to-child ratios are met at all times. 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 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