

Complaint about childcare provision

227172/C301778

Date: 30/12/2016

Summary of complaint

On 6th December 2016 we received information that raised concerns about the provider's ability to meet the requirements of the Early Years Foundation Stage. At inspection we looked at the concerns, in particular, the requirements relating to: ratios, general suitable people matters, staff deployment and risk assessment. We found that children's welfare and safety is compromised. This is because procedures to ensure that staffing arrangements meet the required staff-to-child ratios are not always effective. This means the legal requirements are not met. Following our inspection, we sent the provider a notice to improve asking them to: ensure that staffing arrangements consistently meet the needs of all children through the implementation of effective procedures to ensure that ratios are maintained and children's safety is assured. 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