

Complaint about childcare provision

226196/C294566

Date: 01/12/2016

Summary of complaint

On 12 September 2016 we received a complaint that raised concerns about a child being able to leave the premises unsupervised, staffing ratios, staff deployment and the way complaints have been dealt with by the committee. Additional concerns were raised about children's learning and development needs not being met. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to learning and development, child protection, suitable people, staff:child ratios, safety and suitability of premises, environment and equipment and Information and records. In particular, these include requirements that state:

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. Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight and hearing of staff and always within sight or hearing.

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

We carried out an unannounced visit to the setting and found that the provider has appropriate systems in place for dealing with safeguarding concerns, complaints and staff grievances. Adult:child ratios are being met and staff are deployed effectively to meet the needs of the children. Appropriate arrangements are in place for the times children arrive and depart from the setting. However the system for assessing children progress is not effective. Following our investigation, we sent the provider a notice to

improve that asked them to:

develop ongoing assessment systems by consistently showing how observations are used to effectively illustrate the progress each child makes in their learning and development.

The provider has submitted written confirmation that they have met the actions required in the notice to improve. This will be monitored at the next inspection. The provider remains registered.

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