

## **Complaint about childcare provision**

EY446987/C312645

**Date:** 01/06/2017

### **Summary of complaint**

On the 19th of April 2017 we received a complaint that raised concerns about the provider's ability to meet the requirements of the Early Years Foundation Stage. At the inspection we looked at the concerns, in particular, the requirements relating to: safety, managing behaviour, general suitable people matters, ratios, child supervision, staff deployment, risk assessment and food and drink. At the time of the inspection, we found that the provider fails to maintain legal ratios. She does not ensure that there are the correct number of staff for the amount of children being cared for. Staff are not effectively deployed in order to keep the children safe. The provider has failed to notify Ofsted of a change of manager in the nursery. The provider also fails to ensure staff are carrying out accurate assessments of the children. This means the legal requirements for the Early Years Foundation Stage and the Childcare Register are not met. Following our inspection, we sent the provider a Notice to Improve asking them to; gain knowledge of events that need to be notified to Ofsted; ensure staff to child ratios are met at all times; ensure that the premises are safe and that no unauthorised persons can enter; carry out risk assessments to identify aspects of the environment that need to be checked on a regular basis to ensure that children are safe and not exposed to risks; ensure staff are effectively deployed in order to meet the needs of the children; ensure staff practice is accurately reviewed to identify any support, coaching or training needs and raise the quality of teaching; ensure children's development is accurately assessed in order to provide activities to challenge and progress their learning and development; ensure there are enough resources to support children's learning and development. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)