

## **Complaint about childcare provision**

EY439764/C320693

**Date:** 15/09/2017

### **Summary of complaint**

On 11 July 2017, we received a complaint which raised concerns in relation to the suitability of staff, strategies used to manage children's behaviour, the effectiveness of the management of the setting and the lack of qualified staff.

These concerns relate to the early years foundation stage (EYFS) welfare requirements. In particular the requirements relating to: suitable people; managing behaviour; staff qualifications and staff: child ratios.

Ofsted conducted an unannounced visit. We found that staff are suitable to care for children. Staff were observed to appropriately manage children's behaviour. However, we found that the manager is not at the setting sufficient time to effectively manage the setting because she is managing two settings. We also found that the minimum qualifications requirements were not being met. There was no member of staff present with a full and relevant level 3 qualification, caring for either the children aged two years or children three years and over.

Although it did not form part of the original concerns, we found that an accurate record of children's attendance was not being maintained.

We contacted the provider/manager who confirmed that a manager is being appointed to be in charge of this setting.

Following our investigation we issued to the provider a notice to improve which required the provider to:

maintain an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person (Information about the provider)

ensure that staffing arrangements meet the needs of all children and ensure their safety. This is with particular regard to ensuring that the minimum qualification requirements for staff are being met when caring for children aged two years and children aged three years and over (Staff to child ratios).

We received a satisfactory response to the notice to improve. 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)