

Complaint about childcare provision

EY279472/C333351

Date: 28/12/2017

Summary of complaint

On 30 November 2017 we received information with concerns about the provider's ability to meet the early years foundation stage safeguarding and welfare requirements. At an unannounced inspection we looked into the concerns to see whether the provider was meeting the requirements in relation to ratios, qualifications, training, support and skills, child supervision, staff deployment, safety, premises, risk assessment and changes that must be notified to Ofsted. In particular, we looked into concerns about the staffing arrangements and the security of the premises. We found that the provider has taken recent action and has employed a new member of staff. This means that there are now a sufficient number of qualified staff and the required adult-to-child ratios are met. However, the provider had not notified Ofsted about the change in manager within the required timescale. The provider has not ensured that there are appropriate arrangements for staff supervision. The provider has not ensured that security on the premises and risk assessment is sufficiently robust. Following our inspection we sent the provider a notice to improve that required them to: ensure that appropriate and effective arrangements are in place for the supervision of all staff and provide them with effective support, coaching and training to promote the best interests of children; ensure all reasonable steps are taken to prevent unauthorised persons entering the areas of the building used by children; improve the use of risk assessment to help identify, minimise or remove potential risks within the setting, such as checking that internal doors are locked. The outcome of the inspection was an inadequate judgement. The provider remains registered with Ofsted. Complaint

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