

## **Complaint about childcare provision**

EY258333/C334087

**Date:** 02/01/2018

### **Summary of complaint**

On 7 December 2017, we received a complaint that raised concerns about staffing ratios, how staff risk assess and keep children safe.

At an unannounced inspection, we looked into these concerns to see whether the setting was meeting the requirements for safeguarding and promoting children's welfare; in particular the requirements relating to ratios, safety and risk assessment.

During the inspection, we found that the provider fails to ensure that the required staff ratios are adhered to and that in the morning, there are insufficient qualified staff to meet the needs of the children and ensure their safety. We observed that staff deployment does not ensure children's safety or promote their learning. For example, young children were seen eating dried pasta shapes unobserved by staff in the room and later a young child was also observed eating discarded, half-eaten food that had been left out by staff. Inspectors observed a member of staff in the pre-school room was left in sole charge of a large group of children on her own for short periods of time while another member of staff walked an older child to school. We found that despite these weaknesses, staff do conduct suitable risk assessments and that they would be able to evacuate the premises safely in the event of an emergency. Fire exits are unobstructed and clearly identifiable and appropriate fire equipment is in place.

Following our inspection, we sent the provider a notice to improve that asked them to:

ensure that the required adult-to-child ratios are maintained at all times to ensure children's needs are met;

ensure that there are suitably qualified staff working with the children, and that staff are deployed effectively to supervise and meet children's care and learning needs and ensure their safety at all times.

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)