

Complaint about childcare provision

EY459369/C330265

Date: 12/01/2018

Summary of complaint

On 27 October 2017, we received a complaint that raised concerns about the number of staff working with the children, the methods staff use to manage children's behaviour, and a lack of structure and planned activities. We do not investigate to prove or disprove a complaint.

On 28 November 2017, we conducted an unannounced visit to see whether the setting was meeting the requirements of the early years foundation stage relating to: 'staff:child ratios'; 'managing behaviour'; and 'learning and development'. In particular, the requirements that state: staffing arrangements must meet the needs of all children and ensure their safety; children's behaviour must be managed in an appropriate way; and, practitioners must plan a challenging and enjoyable experience for each child in all the areas of learning and development'. During this visit, we found that there were insufficient numbers of staff to meet the staff:child ratios as prescribed in the Statutory framework for the early years foundation stage. Although it was not part of the initial concerns, we also found that of those staff members working with babies, more than half of them had not completed training to specifically address the care of babies. This is a requirement.

Following our investigation we sent the provider a notice to improve which asked them to:

ensure that at least half of staff working with babies have received training that specifically addresses the care of babies

ensure that the prescribed ratio of staff:child is met at all times.

We are satisfied with the action taken by the provider. 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