

Complaint about childcare provision

EY231088/ C148376

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Summary of complaint

On 20 April 2011, we received a complaint that raised concerns about the suitability of staff caring for children, the supervision of children when they use the toilet and adult:child ratios. The complaint also raised concerns about the cleanliness of the floor at mealtimes, the meals provided for young children, the structure of the children's day and the temperature of the building for an hour during snowy weather. We needed to investigate the concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to 'Suitable people'. In particular, these include requirements that state that providers must ensure that adults looking after children, or having unsupervised access to them, are suitable to do so and staffing arrangements must be organised to ensure safety and to meet the needs of the children. In addition, we needed to investigate the concerns to see whether the provider was meeting the requirements relating to 'Organisation'. In particular, these include requirements that state providers must have effective systems to ensure that the individual needs of the children are met and must plan and organise their system to ensure that every child receives an enjoyable and challenging learning and development experience.

We do not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found that on the day of the visit older children were using the toilet independently, were eating meals appropriate to their ages, the floor was cleaned during mealtimes and children were engaged in the activities provided. Records of attendance for staff and children showed that adult:child ratios were met. The provider discussed how the heating failed for a short period during snowy weather but was fixed within the hour. We identified that action had not been taken to safeguard children and promote their welfare, in that a

member of staff was working directly with children when unfit to do so. Concerns were not notified promptly to the practitioner designated to take lead responsibility for safeguarding children within the setting or to the local statutory children's service agencies.

Following our investigation, we issued a notice to improve that asks the provider to:

- * take necessary steps to safeguard and promote the welfare of children, and ensure an effective safeguarding children policy and procedure is implemented which includes the procedure to be followed in the event of an allegation being made against a member of staff (The Early Years Foundation Stage General Welfare Requirements – Safeguarding and promoting children's welfare)
- * ensure that adults looking after children, or having unsupervised access to them, are suitable to do so and are not under the influence of alcohol or any other substance (The Early Years Foundation Stage General Welfare Requirements – Suitable people).

We are satisfied with the provider's response to the notice.

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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)