

Complaint about childcare provision

EY217973/ C144941

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Summary of complaint

On 22 February 2011, we received a complaint that raised concerns about inadequate supervision which resulted in an injury to a child. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements in relation to 'suitable people'. In particular, these include a requirement that states that children should be supervised at all times, with staffing arrangements organised to meet the individual needs of all children, and that providers must meet the requirements for adult to child ratios set out in Appendix 2 of the Statutory Framework for the Early Years Foundation Stage.

Ofsted does 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 the provider was unable to provide evidence to show that staffing ratios were being consistently met and described practices that left a child insufficiently supervised.

Although it was not part of the original complaint, we also identified that the Early Years Foundation Stage welfare requirement relating to 'documentation' was not met, as the registers were not maintained effectively. Many of the entries were illegible and the record of staff attendance was also incomplete.

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

ensure the daily record of names of the children looked after on the premises, includes their hours of attendance and the name of the children's key workers (The Early Years Foundation Stage General Welfare Requirements - Documentation)

ensure children are supervised at all times, with staffing arrangements organised to meet the individual needs of all children (The Early Years Foundation Stage General Welfare Requirements - Suitable people).

ensure the requirements for adult to child ratios are met at all times (The Early Years Foundation Stage General Welfare Requirements - Suitable people).

The actions were satisfactorily completed.

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)