

## **Complaint about childcare provision**

EY348672/ C151062

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### **Summary of complaint**

On 17 June 2011, we received a complaint that raised concerns about ratios, high staff turnover, insufficient staff qualification and experience and security of the premises.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include a requirement that states that the premises, both indoors and outdoors, must be safe and secure and that the provider must ensure that children do not leave the premises unsupervised. In addition, we needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people'. In particular, these include a requirement that states that staffing arrangements must be organised to ensure safety and to meet the needs of the children.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit and found and that the provider was aware of the security concerns and had looked into the matter. The provider had identified areas of development and taken action so that they continue to meet the requirements of registration. The provider told us what they have done to put it right. In addition, during the unannounced visit we found that on the day, ratios were met and staff had appropriate qualifications. As a result, we decided it was not necessary for us to take further action.

The provider took action to meet with the requirements of registration by:

Implementing further training for existing and newly appointed staff

regarding security during children's arrival and departure times (The Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare; and Suitable people)

Improving and implementing the written procedure for children's arrival and departure times (The Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare; and Suitable people)

We are satisfied with the action taken by the provider and no further action was required. 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)