

## **Complaint about childcare provision**

EY302109/ C151334

**Date Published:** 11/10/2011

### **Summary of complaint**

On 21 June 2011 we received a complaint that raised concerns about; Children not being appropriately supervised; adult: child ratios being compromised and staffing not organised to ensure Appendix 2 of the Statutory Framework for the Early Years Foundation Stage was being met at all times. Fire exits were blocked by bicycles and scooters. The number of attending children is too high for the available floor space. A banana skin had been left lying on a vinyl floor.

We needed to investigate the concerns to see whether the provider was meeting the Early Years Foundation Stage Welfare Requirement relating to Suitable people, Suitable premises, environment and equipment and Documentation.

We do not investigate to prove or disprove a complaint but we check the information to see if the provider is meeting all the legal requirements. We made the provider aware of our concerns and asked them to provide us with a response. The provider looked into the matter and informed us of their findings. The provider forwarded us a copy of their internal investigation; Ofsted are satisfied that they have investigated and addressed the concerns satisfactorily, the time sheets were checked against registers for the period 06-10 June 2011 and the adult: child ratios tally; there is no breach of Welfare Requirement Suitable people.

However, the provider informed us that the bicycles and scooters were a hazard and not all documentation was recorded appropriately. We issued a notice to improve that asks the provider to ensure:

that cycles and scooters are stored appropriately in designated areas and reasonable steps are taken to minimise hazards to children both internally and externally. (The Early Years Foundation Stage General Welfare Requirements-Suitable Premises, Environment and Equipment)

that documentation required for the safe and efficient management of the setting and to meet the needs of the children is recorded appropriately and

up to date at all times (The Early Years Foundation Stage General Welfare Requirements- Documentation).

The provider informed us of the action they took. As a result we decided it was not necessary for us to carry out a visit or take any further action. 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)