

Complaint about childcare provision

258404/ C105603

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Summary of complaint

On 11 March 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the premises and identified that registers were not always completed for children or staff, there were some accessible electric sockets that were not fitted with covers, there were some hygiene issues in one of the rooms and that planning and assessment arrangements were insufficient to meet the needs of babies and to fully progress their development.

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

demonstrate that adult:child ratios are maintained by accurately recording the arrival and departure times of staff - the Early Years Foundation Stage General Welfare Requirements – Suitable people
conduct a risk assessment which covers anything with which children may come into contact with, this is in regard to the den room - the Early Years Foundation Stage General Welfare Requirements – Suitable premises, environment and equipment
ensure that observational assessments are used to inform planning to meet babies' individual needs - the Early Years Foundation Stage General Welfare Requirements – Organisation
plan and provide a suitable range of activities for babies, which are appropriate for their stage of development and based on their individual needs - the Early Years Foundation Stage General Welfare Requirements – Organisation
ensure that a daily record of the hours of attendance of children is kept – the Early Years Foundation Stage General Welfare Requirements –

Documentation

ensure that a record of the risk assessment is kept, stating any action taken following a review or incident – the Early Years Foundation Stage General Welfare Requirements – Documentation

All actions were successfully 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)