

## **Complaint about childcare provision**

131606/ C112673

**Date Published:** 03/10/2009

### **Summary of complaint**

On 7 August 2009 we received information that raised concerns about the registration, which may impact on the care provided to children.

We made further enquiries and then carried out an unannounced visit to the setting and found that the provider's Safeguarding policy had not been effectively implemented when an allegation was made, adult:child ratios were not always being met and staff deployment was not effective, particularly in one area of the setting.

We sent the provider a notice to improve that asked them to:

- implement an effective safeguarding children policy and procedure which includes the procedure to be followed in the event of an allegation being made against a member of staff and the requirements to notify a child protection agency and Ofsted of the allegation – Early Years Foundation Stage welfare requirement – Safeguarding and promoting children's welfare
- ensure that parents are informed of incidents and allegations involving their children in order to safeguard and promote the welfare of those children – Early Years Foundation Stage welfare requirement – Safeguarding and promoting children's welfare
- ensure that the requirements for adult:child ratios set out in Appendix 2 of the Early Years Foundation Stage Statutory Framework are met at all times – Early Years Foundation Stage welfare requirement – Suitable people
- organise staffing arrangements to ensure safety and to meet the needs of the children – Early Years Foundation Stage welfare requirement – Suitable people

We received a satisfactory response to these actions and we check these at the next visit. 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)