

Complaint about childcare provision

EY392722/ C124099

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Summary of complaint

On 12 March 2010, 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 found contingency plans were not effectively implemented. As a result staff: child ratios were not met for a short period of time. The provider had taken appropriate action to ensure all staff members are aware of the appropriate procedure in the event of un-planned staff absence. The record of children's arrival and departure times was incomplete and maintained records do not always show staff attendance or deployment.

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

ensure the requirements for adult: child ratios set out in appendix 2 of the Statutory Framework for the Early Years Foundation Stage are consistently met - Early Years Foundation Stage General Welfare Requirements – Suitable People

demonstrate that adult: child ratios are maintained by putting appropriate systems in place to record the arrival and departure of all staff - Early Years Foundation Stage General Welfare Requirements – Suitable People

ensure the daily record of the names of the children looked after on the premises and their hours of attendance is completed for all children Early Years Foundation Stage General Welfare Requirements – Documentation

We will monitor the provider to ensure the actions are 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)