

Complaint about childcare provision

EY459718/C275063

Date: 03/03/2016

Summary of complaint

On 30 January 2016, we received a complaint that raised concerns regarding the safety of the premises. We looked into this concern to see whether the setting was meeting the requirement regarding risk assessment which states providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks. We found that children were exposed to hazards in the setting because risk assessments had not been carried out when portable heating was in use. Concerns were also raised regarding staff:child ratios not being maintained. We looked into this concern to see whether the setting was meeting the requirement regarding staff:child ratios, which states staffing arrangements must meet the needs of all children and ensure their safety. We found that overall ratios were being maintained. However, in the absence of the baby room leader, the manager had not ensured a suitably experienced member of staff with a full and relevant level 3 qualification was working with the babies. Concerns were raised regarding the lack of planning and assessments for children's learning a development. We looked into this concern and found planning and assessment was completed on a regular basis.

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

ensure at least one member of staff with suitable experience and a full and relevant level 3 qualification is working with children under two at all times

ensure risk assessments are effective and action is taken to prevent children from being exposed to hazards.

We are satisfied with the action taken by the provider.

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)