

## **Complaint about childcare provision**

EY474449/C250876

**Date:** 07/07/2015

### **Summary of complaint**

YesOn 8 June 2015, we received a complaint that raised concerns about children's welfare and safety. At an inspection, we looked into these concerns to see whether the nursery was meeting the requirements with regard to safeguarding and promoting children's welfare. In particular, the requirements relating to the deployment of staff and child supervision, risk assessment and safety of the premises. We found that the provider has undertaken a risk assessment and took action to ensure that staff who left the nursery were replaced with sufficient bank staff to ensure that the staff-to-child ratios were maintained. However, due to recent reorganisation, staff deployment does not fully support settling-in procedures for the very youngest children. Following the inspection, we sent the provider a notice to improve that asked them to: improve the consistency of staff deployment in the baby room. 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)