

Complaint about childcare provision

155097/C267266

Date: 24/02/2016

Summary of complaint

On 04 November 2015 we received a complaint which raised concerns about the supervision of children and the management of complaints. On 16 November 2015 we received a notification from the provider about an incident which also raised concerns relating to the supervision of children. On 17 November 2015 and 21 December 2015 we received complaints relating to the same incident. These concerns relate to the Early Years Foundation Stage welfare requirements.

We contacted the provider and asked them to investigate the concerns and the provider conducted an internal investigation. On 03 February 2016 Ofsted conducted an unannounced visit and looked into these concerns to see whether the setting was meeting EYFS welfare requirements. In particular we considered the requirement relating to staff:child ratios; which states: staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight and hearing of staff and always within sight or hearing.

We also looked into the Early Years Foundation Stage welfare requirements relating to: child protection; suitable people; staff qualifications, training, support and skills; food and drink; accident or injury; managing behaviour; safety and suitability of premises, environment and equipment; risk assessment; information and records; information about the child; information for parents and carers; complaints; and information about the provider.

During the visit we completed observations of practice, scrutinised related

documentation, interviewed managers, and discussed practice with some of the staff team. We found that the provider had not been fully compliant with all related requirements.

Following our investigation we issued the provider with a notice to improve, which required the provider to:

deploy staff effectively to make sure children's needs are met and ensure they are kept safe at all times;

ensure records are easily accessible and available at all times for inspection.

We also found that safeguarding procedures had not been robust across the nursery. However, the provider had identified the need to make improvement in this area and had already taken steps to improve by introducing revised safeguarding procedures, and improved monitoring of staff practice. In addition, the provider conducted risk assessments and introduced revised safety procedures to minimise risks to children during creative activities where resources such as scissors are used. Therefore, Ofsted did not take further action in these areas.

The provider has addressed the notice to improve by taking steps to improve, and monitor practice. 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)