

Complaint about childcare provision

EY152556/C276493

Date: 14/04/2016

Summary of complaint

On 25 November 2015, we received concerns about staff to children ratios were not being met. More recently on 16 February 2016, the provider notified us of a safeguarding concern. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises.

At an unannounced visit we looked into these concerns to see whether the setting was meeting overarching requirements to safeguard and promote children's welfare. In particular to look at the nursery safeguarding policies, procedures and practices and how staff manage children's behaviour, also to consider requirements around suitable people; staff ratios and staff deployment.

We found that appropriate action had been taken to notify relevant agencies of the safeguarding concern. However, the setting began their own internal investigations into the allegation before receiving guidance from the local authority designated officer (LADO). The setting therefore, potentially jeopardised investigations that would usually be undertaken by other agencies. This demonstrates a lack of understanding of following robust safeguarding procedures. Since the incident the provider has taken action to meet the legal requirements by updating their safeguarding policy and procedure which they have reviewed with all staff. The setting has also liaised with the local authority advisors and is currently organising further safeguarding training for the whole staff team.

We found that ratios were met and that staff were deployed appropriately to meet the needs of the children. The babies present were observed to be happy and settled.

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)