

Complaint about childcare provision

EY369864/C278466

Date: 26/04/2016

Summary of complaint

On 7 March 2016, we received concerns from an outside agency about the setting's safeguarding procedures. We needed to check to make sure that the early years foundation stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to safeguarding policy and practice.

We carried out an unannounced visit to the setting. We found that there had been significant delays in reporting safeguarding concerns. The provider had recognised the failings and taken action to improve the safeguarding procedures and staff knowledge. The way information is recorded and monitored had also been reviewed.

Although it was not part of the original concern, we also found that staff were not receiving regular supervision and that more able children were not being sufficiently challenged in their learning. The arrangements for nappy changing did not respect children's privacy and there was ineffective risk assessment of accidents.

As a result, we issued the provider a notice to improve, which asks them to:

- implement regular supervision for staff, to provide opportunities to discuss any issues relating to children's development or well-being; identify solutions to address issues as they arise; and to provide coaching and support to improve their personal effectiveness,

- improve the arrangements for children's personal care, ensuring their privacy is respected at all times,

- review the arrangements for risk assessing accidents that may occur in the

setting, so that hazards are monitored and addressed, and to

-ensure that the educational programme meets the needs of all children, including providing sufficient challenge for the children that are most able.

The provider responded appropriately to the actions raised and 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)