

Complaint about childcare provision

113417/C285392

Date: 03/06/2016

Summary of complaint

On 25 May 2016, we received a complaint, which raised concerns about how staff interact with children, the number of adults caring for children and the safety arrangements.

We looked into this concern to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements relating to ratios, staff deployment and risk assessments. We also looked into similar concerns relating to a historical complaint received.

On 27 May 2016, we carried out an unannounced visit to the nursery.

We had no safety concerns or any concerns relating to how staff interact with children. However, we found that at times, there are not enough adults in the baby room when staff take breaks throughout the day. Although not part of the original concern, we also found that the staff supervision arrangements were not robust and that the procedure for recording information about visitors was not implemented consistently.

Following the visit, we sent a notice of actions to improve requiring the provider to:

ensure that the staffing arrangements meet the needs of all children and ensure their safety with particular regard to when staff take breaks in the baby room

ensure that the procedures for checking the identity of visitors are implemented consistently

implement effective supervision arrangements for all staff in order to provide

support and to promote the interests of children.

The provider wrote to us to inform us of the action taken to comply with the notice of actions to improve. We were satisfied that the provider had taken appropriate action.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted