

Complaint about childcare provision

EY440387/C322479

Date: 31/08/2017

Summary of complaint

On 02 August 2017, we received information that raised concerns about child supervision, managing accidents and injuries, the key person system and security measures when releasing children to unknown individuals. At an inspection, we looked into these concerns to see whether the nursery was meeting the safeguarding and welfare requirements and promoting children's welfare; in particular, the requirements relating to child supervision, safeguarding practice, safeguarding policy, general suitable people matters, first aid, key person, ratios, staff deployment, accident or injury, risk assessment, general information and record matters, information about the child and information for parents. We found that the provider does not fulfil their responsibility to ensure staff are deployed effectively throughout the building. As a result, children's health and safety is not fully assured. Furthermore, the provider does not implement a fully effective key-person system. This means that, children's individual learning needs and emotional well-being are not adequately supported. Following our inspection, we sent the provider a notice to improve that asked them to ensure that staff are deployed effectively at all times to provide children with adequate supervision to meet their needs and ensure their safety and implement a key-person system to ensure that children's individual learning needs and emotional well-being are appropriately supported. 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