

Complaint about childcare provision

EY424238/C321195

Date: 17/08/2017

Summary of complaint

On 20 and 24 July 2017, we received information that raised concerns about the suitability of staff; behaviour management strategies; nappy changing procedures; partnership with parents and the supervision of children.

On 9 August 2017, we visited the nursery to see if the provider was meeting the requirements in relation to: child protection; managing behaviour; health; adult-to-child ratios and information and records.

During the visit, we found that staff were effectively deployed and children received good levels of support and attention. As a result, children were extremely settled and well-behaved. During the visit, we found that children had access to an abundance of exciting learning opportunities, which meets their individual learning needs. We also found that staff implement effective nappy changing procedures, which promote babies' good health. These procedures are shared with parents and are fully understood by staff.

During the visit, we found that the provider, managers and staff work in partnership with parents and take all concerns seriously. They have suitable systems in place for responding to any allegations against staff, and following a recent concern they carried out a thorough investigation. Although the outcome of the internal investigation found that the concerns were unsubstantiated, the provider did not follow the correct procedures by notifying the relevant agencies. As a result, we issued a notice of action to improve that requires the provider to:

improve knowledge of safeguarding procedures, with particular regard to the procedures to follow in the event of an allegation being made.

As a result of the visit, we are satisfied that children's safety is assured and

they are cared for by adults who are suitable to work with children. 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