

Complaint about childcare provision

130528/C323766

Date: 21/09/2017

Summary of complaint

On 18 August 2017, we received a complaint that raised concerns that parts of the premises were unsafe, there was insufficient supervision on outings and safeguarding procedures had not been followed when an incident involving children was made known to management.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Staff:child ratios'; 'Safety and suitability of premises, environment and equipment' and 'Child protection'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that a water leak in the ceiling had been repaired immediately. Additional staff are consistently employed to that required, taking into consideration the needs and ages of children attending. Children are separated into appropriate age groups for outings, which allows staff to plan accordingly for their needs. The setting does have a suitable safeguarding policy and procedure in place. However, specific action in line with their procedures was not taken when an incident was made known.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure you follow your safeguarding procedures when you have safeguarding concerns about a child. This particularly refers to any incidents that may cause concern.

We have received a suitable response to the action from the provider.

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