

Complaint about childcare provision

EY472451/C326962

Date: 22/11/2017

Summary of complaint

On 26 September 2017 we received information from a third party raising concerns that the nursery premises was not secure as the external door was rarely locked properly, and that there were insufficient staff in the rooms working with the children. The information received also raised concerns about an injury sustained by a child. This concern related to alleged lack of supervision and intervention by staff in an incident believed to have led to the injury. Linked to this were concerns about how the cause of the injury was investigated by leaders of the nursery, and subsequent communication with parents.

We carried out an unannounced visit on 16 October 2017 and were able to gain access to the premises as the main door was not locked. This is a breach of requirements as the premises were not secure.

However it was not possible to gain access to any of the rooms where childcare takes place, and the provider ensured that the fault with the main door was fixed while the inspector was present.

Direct observations were made of the numbers of staff in each room, and their deployment, by the inspector. The inspector also checked past registers of staff and child attendance, and found nothing to support the concerns about staffing ratios.

As a result of our visit we issued the provider with a notice of action to improve that requires them to;

Ensure that the premises are secure, meaning that unauthorised persons are not able to access the premises.

We are satisfied with the provider's response to the action raised.

On 5 December 2017 we carried out a further visit to review footage of the injury incident in detail, and to discuss the provider's investigation into the matter. We concluded that there were no breaches of requirements relating to the injury to a child, the related staff supervision and intervention, or the setting's own investigation into the injury and compliance with the requirements of other agencies. The setting have reviewed how they establish how injuries occur to children, and how they share information of injuries with parents, including access to CCTV footage.

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