

Complaint about childcare provision

Ref: EY391694/C315811

Date: 17 August 2017

Summary of outcome

On 25 May 2017, we received a complaint that raised concerns about the suitability of the provider and staff working in the setting, this included that staff were working with children without any suitability checks and that the provider had a poor knowledge of assessing risks in the environment. Ofsted attended a meeting with the local authority designated safeguarding officer (LADO), during this meeting it was agreed that Ofsted would conduct a visit to the setting.

On 28 July 2017, we conducted an unannounced visit to the setting to see whether the provider was meeting overarching requirements around the safeguarding and welfare of children, in particular requirements that link to suitable people; safeguarding practice; and suitable premises.

We found the Provider ensures that all staff undergo appropriate vetting procedures to deem their suitability to work with children. We also found the premises to be safe and secure.

Although not part of the original concern we found that some staff including the manager who is the lead person for safeguarding; did not have a secure knowledge and understanding of all aspects of safeguarding practice. This is because they were not clear of the procedures to follow in the event of allegations being raised against staff. In addition it was evident that when poor practice issues are brought to the manager's attention these are not always dealt with effectively.

Following our visit, we sent the provider a notice to improve that asked them to ensure that all staff including the lead safeguarding person has a clear knowledge and understanding of the nursery safeguarding policies and procedures in the event of an allegation being made against a member of staff.

Ofsted has received a detailed response from the provider which demonstrates that they are taking appropriate action to meet requirements of registration.

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 about the complaints process please view the [Concerns and](#)

complaints about childminders and childcare providers leaflet.