

Complaint about childcare provision

511126/C215958

Date: 11/06/2014

Summary of complaint

On 11 June 2014 we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding Practice and Safeguarding Policy: in particular whether members of staff are using mobile phones in the nursery rooms; if senior staff are consistently available; that there is inappropriate risk assessment in relation to medicines and dummies; if accidents and injuries are being recorded and reported on correctly and if parents are being provided with feedback about their children at the end of the day. We found no evidence of these concerns raised. However, the inspection found that not all practitioners' understanding of their roles and responsibilities regarding reporting safeguarding was sufficient, and also that the senior management did not have a secure enough understanding of the relevant requirements to ensure effective oversight of the provision in the area of safeguarding. Following our inspection, we sent the provider a notice to improve that asked them to: ensure that training and supervision are strongly focussed on safeguarding and child protection to make certain all practitioners, in particular those practitioners who are newly appointed, have an up to date knowledge and understanding of the safeguarding requirements, in particular their role and responsibility to report any concerns about children's welfare in a timely and appropriate way, and to notify the agencies with statutory responsibility without delay. 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 (Reference no. 080120)