

Complaint about childcare provision

200597/C239713

Date: 25/03/2015

Summary of complaint

On 12 January 2015 we received information that raised concerns about the provider's ability to meet the safeguarding and welfare requirements of Early Years Foundation Stage. At the inspection we looked at the concerns to see whether the provider was meeting the requirements of the Early Years Foundation Stage. In particular, the requirements relating to: safeguarding practice, safeguarding policy, suitable people, training, support and skills, ratios, safety and information and record matters.

We found that although the nursery has clear policies and procedures with regards to safeguarding and that all staff hold appropriate Disclosure and Barring Service checks and references prior to working with children, that safeguarding practice is not robust. This is because those with safeguarding responsibilities have not acted appropriately when matters relating to poor staff practice have been raised. In addition, senior staff have not received appropriate training and support to ensure they fulfil their supervisory roles effectively. Although, child to adult ratios are maintained the structure of senior staff within the nursery is weak and staff practice is not effectively monitored. This means that children's welfare and overall safety is compromised. This means the legal requirements for the Early Years Foundation Stage and the Childcare Register are not fully met, and children's safety is not fully secure. These weaknesses in practice breach the safeguarding and welfare requirements of Early Years Foundation Stage.

Following our inspection, we sent the provider a Welfare Requirements Notice asking them to: ensure that practitioners designated to take lead responsibility for safeguarding children have a good understanding of their role in order to identify, understand and respond appropriately to any specific safeguarding issue as required; implement safeguarding policies and procedures correctly at all times, including taking the correct action in the

event of an allegation being made against a member of staff. 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)