

Complaint about childcare provision

EY298540/C254235

Date: 16/10/2015

Summary of complaint

On 6 July 2015 Ofsted received information that raised concerns about safeguarding, key person, premises, information for parents and carers and complaints. We visited the provider to see whether they were meeting the Statutory Framework for the Early Years Foundation Stage requirements 3.6, 3.26, 3.59, 3.72 and 3.73. In particular, these includes the requirements that state 'providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues', 'each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs', 'providers must ensure there are suitable hygienic changing facilities for changing any children who are in nappies', 'providers must make information available to parents and/or carers about how the EYFS is being delivered in the setting, and how parents and/or carers can access more information' and 'all providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint'.

We made an unannounced visit the setting and found that due to staff changing some children had had several different key workers, although they were still with familiar staff in the same room. Nappy changing facilities were hygienic although on occasion, changing mats became soiled from children's shoes after they had been playing outside. Parents are provided with regular updates about their children's learning and development although, on occasion staff had been slow to display children's pictures. However, children were not being appropriately safeguarded. Staff were not accurate in their recording of injuries that occurred when children were not in their care. During the visit Ofsted was also made aware of an incident where the provider had not followed safeguarding procedures in order to protect

children. Ofsted issued welfare requirements notices which asked the provider to 'ensure that the designated safeguarding officer investigates and records any matters directed by the local safeguarding children's board, accurately and with the rigour' and 'improve safeguarding for children by making procedures more robust, specifically when allegations are made about adults working with children'. Ofsted also issued an action that asked the provider to 'ensure that policies and procedures used to protect children are implemented rigorously, specifically when recording existing injuries'.

Ofsted are satisfied that the provider has taken the required action to ensure that children's welfare is promoted. Therefore the provider continues to be registered.

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)