

Complaint about childcare provision

146741/C278738

Date: 18/05/2016

Summary of complaint

We received information on 09 March 2016 that raised concerns that the provider was failing to meet safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS) relating to 'Staff qualifications, training, support and skills', 'Key person', 'Staff:child ratios' and 'Health'.

Ofsted does not investigate to prove or disprove a complaint but looks into information received to see if the provider is meeting all applicable legal requirements.

We visited the nursery and found that staff were not suitably deployed at times to meet children's individual needs; and procedures to care for children who became unwell were not sufficiently robust. We issued a notice to improve that required the provider to ensure children are adequately supervised and staff suitably deployed to meet children's needs both indoors and outdoors; also to promote the good health of children attending. The provider has taken prompt and effective action to meet the notice. All staff have been informed of new procedures implemented and reminded about their responsibilities to adhere to procedures and good working practices.

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