

Complaint about childcare provision

EY393452/C276606

Date: 07/06/2016

Summary of complaint

On 17 February 2016, Ofsted received some information that raised concerns relating to Safeguarding, Health, and Information for parents and carers. We needed to be sure that the provider was meeting the Statutory Framework for the Early Years Foundation Stage Requirements 3.2, 3.44 and 3.73. In particular, these include the requirements that state; 'Providers must take all necessary steps to keep children safe and well', 'The provider must promote the good health of children attending the setting' and 'providers must make the following information available to parents and/or carers: food and drinks provided for children and staffing in the setting; the name of the child's key person and their role'.

We made an unannounced visit to the setting and found that there are several policies and procedures in place to ensure that children are kept safe at all times. Parents are given information about the setting, and the routines when care first starts. There is ongoing information given about different subjects as they arise, including staff changes. These are usually displayed in written form around the nursery and also given by hand to parents and carers.

Staff were observed to be following good practice during the visit and children were happy and well cared for. However, during the visit we found that the lead practitioner for safeguarding had weaknesses in her understanding of safeguarding practice and procedures. We also found that staff knowledge of safeguarding procedures was not secure.

Following our investigation we issued a notice to improve which asked the provider to; 'improve the knowledge of the lead practitioners for safeguarding children to ensure; they have a thorough understanding of the possible indicators of abuse, and the correct procedures to follow if they have

concerns about a child or an allegation about an adult working at the setting. Ensure all staff have this information and it is firmly embedded in practice.

Ofsted are satisfied that the provider has taken the required action to ensure that children are safeguarded and 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 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