

Complaint about childcare provision

EY428305/C291011

Date: 30/09/2016

Summary of complaint

On 26 July 2016, we received a complaint that raised concerns about site security and staffs knowledge and understanding of safeguarding at Gingerbread Day Nursery. We needed to look into this concern to see whether the settings was meeting the requirements of the Early Years Foundation Stage, in particular the requirements relating to safeguarding practice, child supervision, safety, premises and risk assessments.

On 4 August 2016, the provider notified us of a complaint which made an allegation about staff members at Gingerbread Day Nursery. The notification means that the provider met their legal responsibility as set out in the Early years Foundation Stage welfare requirements to notify Ofsted of a significant event.

On 1 September 2016, we carried out an unannounced visit to the setting to see whether they were meeting the requirements of the Early Years Foundation Stage, in particular the requirements relating to safeguarding practice, child supervision, safety, premises and risk assessments. We found that the provider was meeting the child supervision, safety, premises and risk assessment requirements. As a result of the visit we issued the provider with a notice to improve which asked them to:

ensure all allegations made against a member of staff are promptly reported to the Designated Officer before any internal investigations take place

improve procedures for recording injuries which children arrive to nursery with, in particular the level of detail relating to the injury sustained by the child.

As a result the provider has updated staff on the procedures to follow when

an allegations is made against a member of staff and developed new systems to record injuries which children arrive at nursery with. We are satisfied with the action taken. 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