

Complaint about childcare provision

EY452766/C295085

Date: 17/11/2016

Summary of complaint

On 19 September and 10 October 2016, we received concerns that related to safeguarding; in particular the procedures in place for safeguarding children and staff's knowledge of those procedures; risk assessment; in respect of the areas used by the children. We do not seek to prove or disprove a concern; however we check the provider continues to comply with the requirements of the early years foundation stage.

On 25 October 2016, we completed an unannounced visit to the premises. We found that staff were not secure in their knowledge and understanding of the safeguarding procedures in place. This particularly relates to the procedures to follow if an allegation was made against another member of staff. In addition we found risk assessments relating to the security of the premises are not robust.

As a result we issued a welfare requirement notice that asked the provider to;

take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed; specifically with regard to the security of the premises

train all staff to understand the safeguarding policy and procedures. This includes action to be taken in the event of an allegation being made against a member of staff.

On 9 November 2016, we conducted a further unannounced visit. We found the provider had complied with the welfare requirement notice that was issued.

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