

Complaint about childcare provision

EY364529/C305635

Date: 21/04/2017

Summary of complaint

On 30 January 2017 we received information that raised concerns about accident and medication procedures, the security of the premises, staff to child care ratios and partnerships with parents. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Staff:child ratios'; 'Safety and suitability of premises'; 'Medicines'; 'Accidents or injury' and 'Information for parents and carers'.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out unannounced visit to the premises on 14 March 2017 and found that management and staff implement their medication and accident procedures appropriately. We discussed the security of the premises and access to the rooms within the nursery. We found that systems to enable access to the nursery building had not been consistently effective. Parents and other visitors were able to let each other into the nursery building and rooms. However, new procedures have now been implemented and there have been no further incidents. We also found that a member of staff had spoken in an inappropriate manner to a visitor to the nursery. However, management has taken steps to support all staff to develop their skills and confidence when speaking to parents and visitors to the nursery. This includes, developing the staff's understanding of the role of the key person. On the day of the visit staff to child care ratios were met.

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