

Complaint about childcare provision

EY407606/C275162

Date: 12/04/2016

Summary of complaint

On 2 February 2016, we received a complaint that raised concerns about the handling of children, inappropriate language being used in front of children, ratios not being met, children being left unsupervised, nappy changing procedures and arrangements for preparing meals to children. We liaised with other agencies and carried out an unannounced visit to check compliance with the safeguarding and welfare requirements. In particular, the requirements relating to - Suitable people, Child protection, Staff: child ratios, Health and Food and drink.

During the visit, staff were observed interacting positively with children in a supportive way. The staffing ratios were maintained and children were well supervised. There are appropriate systems in place for nappy changing and to safely prepare meals for children. There are effective arrangements to assess the suitability of staff and staff demonstrated a secure understanding of safeguarding procedures. The provider confirmed that there had been some practice issues within the staff team which were investigated by the setting. The provider subsequently reviewed the staffing arrangements at children's meal times.

Although it was not part of the original complaint, the security arrangements were assessed as ineffective as the inspector was able to gain access to the premises without anyone checking their identity.

Following our visit we sent the provider a notice to improve that required them to:

*implement effective procedures to prevent unauthorised persons from entering the premises and ensure there is an agreed procedure for checking the identity of visitors.

The provider has since confirmed that the notice has been 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)