

Complaint about childcare provision

124925/C276810

Date: 12/04/2016

Summary of complaint

On 19 February 2016 and 14 March 2016 we received complaints that raised concerns about the safeguarding arrangements at the setting. We liaised with other lead agencies and carried out an unannounced visit to see whether the setting was meeting the Statutory Framework for the Early Years Foundation Stage, in particular, the Safeguarding and Welfare requirements relating to: Suitable people, Child protection and Staff: child ratios.

We found that the provider had evidence in place to demonstrate how they had assessed staff as suitable to work with children. The staffing ratios were met and staff were appropriately supervising children. The provider confirmed that an incident had occurred when children had not been supervised appropriately at all times. The provider has since reviewed the arrangements for staff deployment and the organisation of equipment to enable staff to have a clearer view of children. It was identified that not all staff have an appropriate understanding of safeguarding procedures. The provider has acknowledged this concern and has taken action by arranging for all staff to update their safeguarding training. Ofsted are satisfied with the action taken by the provider in relation to these matters.

The provider continues to be 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)