

Complaint about childcare provision

EY393766/ C149725

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Summary of complaint

On 20 May 2011, we received information that raised concerns about communication with parents in relation to the provider's admission policy and that pictures of children were posted on a social networking site. Additional concerns were raised regarding sufficient numbers and suitability of staff caring for children. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Safeguarding and promoting children's welfare'. In particular these include requirements that state that the provider must take necessary steps to safeguard and promote the welfare of children, providers should ensure that all staff are aware of the need to maintain privacy and confidentiality and that providers must engage with and provide information for parents. We also needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Suitable people'. In particular these include requirements that state that staffing arrangements must be organised to ensure safety and to meet the needs of the children; providers must meet the legal requirements for adult:child ratios; providers must ensure that adults looking after children, or having unsupervised access to them, are suitable to do so and adults looking after children must have appropriate qualifications, training, skills and knowledge.

Ofsted does not investigate to prove or disprove a complaint but we check the information to see if the childcare provider is meeting all legal requirements. As a result Ofsted conducted an unannounced visit to the provider. At this visit we found that the premises are very secure and children are well supervised. Procedures to protect children from unvetted persons are suitable and sufficient evidence is available to show that staffing arrangements are suitable. Information relating to admissions is shared with parents by way of an information pack and the inclusion, sickness and equal

opportunities policies. Parental consent forms are in place to agree the use of children's photos and the provider is aware of the need to maintain confidentiality.

Although it was not part of the original complaint, we identified that the provider failed to maintain a record of complaints.

Following our investigation, we issued a notice to improve that required the provider to:

Keep a written record of complaints and their outcome (The Early Years Foundation Stage General Welfare Requirements - Safeguarding and promoting children's welfare)

The provider successfully completed the action. 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)