

## **Complaint about childcare provision**

EY484506/C254012

**Date:** 28/07/2015

### **Summary of complaint**

On the 22 June 2015, we received a complaint that raised concerns about the safeguarding practice in the nursery. Other concerns raised included the supervision of the children, risk assessments, staff qualifications and training. In addition, there were further concerns regarding the food given to the children and how staff support children with special educational needs and/or disabilities. At an inspection, we looked into these concerns to see whether the setting was meeting the safeguarding and welfare requirements; in particular, how staff are deployed to meet the children's needs. In addition, what food the provider prepares for the children, the safety of equipment and the suitability checks that are carried out on the staff. The inspection also looked at the learning and development requirements and how the staff meet the children's individual needs. At the time of the inspection, the inspector found that the provider does not ensure that staff have Disclosure and Barring Services checks. These staff are not deployed effectively as they are left alone with the children, which puts them at risk. Although risk assessments are in place, the manager is not proactive in keeping the children safe. They play in areas that have thorn bushes and stinging nettles growing. The manager gives children food that is inappropriate for their ages. The manager is not aware of the food to give to babies and to make sure it is healthy and nutritious for them. The provider does not support the manager in keeping the children safe. She does not monitor the practice of the manager and the staff to provide children with educational activities to progress their learning and development. Following the inspection, we sent the provider an enforcement notice. We asked them to: ensure all staff have Disclosure and Barring Services checks in place and those that do not have them are not left alone with the children at any time; make sure staff who have suitability checks are deployed effectively to meet the children's individual needs; ensure hazards identified through the risk assessment are removed or made safe. It is an offence for a person who, without reasonable

excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution. We also sent the provider a notice to improve that asked them to: provide regular supervision and training to ensure all staff understand their roles and responsibilities so they can offer a safe environment; keep an accurate record of children's hours of attendance; monitor the assessments staff carry out on the children's learning to ensure any gaps in learning are identified and acted on; ensure staff plan effective activities that provide sufficient challenge; provide resources that are suitable and sufficient for the ages and numbers of children using them; ensure food meets the children's individual dietary requirements and is nutritious. We carried out an unannounced visit to the nursery on 22 July 2015. We found that the provider has taken action to meet requirements by addressing the actions set in the welfare requirements notice and the notice to improve, sent as a result of the last inspection. The provider is now fully complying with the safeguarding and welfare requirements of the Early Years Foundation Stage. 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)