

Complaint about childcare provision

EY349789/C289754

Date: 20/09/2016

Summary of complaint

On 12 July 2016, we received information that raised concerns about the suitability of staff and the use of inappropriate language and rough handling. On 17 July 2016 we received additional information that raised concerns regarding restricted use of the outside area and ratios. On 18 July 2016 we received a notification from the provider regarding an allegation of a safeguarding nature. This notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

We investigated these concerns to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to, 'Child protection', 'Suitable people', 'Staff: child ratios', 'Safety and suitability of premises, environment and equipment' and 'Managing behaviour'.

We carried out an unannounced visit to the premises and found that the provider had effectively implemented their safeguarding policy and procedure by seeking the advice from relevant child protection agencies and completing a full investigation.

During the visit it was observed that staff manage children's behaviour appropriately for their age and stage of development. Outdoor play is a daily activity for all children attending the nursery. The outdoor play area is well resourced and provides an interesting and challenging environment. There was sufficient staff to meet the needs of every child attending and ratios were met.

Although it was not part of the original complaint, we also identified that the provider does not implement a thorough risk assessment as hazards were identified during the visit. For example, some harnesses in the nursery buggy are frayed and broken. This does not support children's safety during outings. In addition, children health is not always promoted. Younger children's comforters are not always stored in a way that reduces the spread of germs and infection.

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

implement a thorough and effective risk assessment that demonstrates prompt action is taken to remove or minimise risk to ensure children's safety at all times and to inform parents and/or carers or inspectors of how risk is managed

promote the good health of children attending the setting and take necessary steps to prevent the spread of infection with particular regard to younger children's comforters

We will monitor the provider to ensure they meet this action.

We are satisfied with the action taken by the provider and that no further action is required.

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