

Complaint about childcare provision

119603/C297584

Date: 15/12/2016

Summary of complaint

On 14 October 2016, we received a complaint that raised concerns about children receiving unexplained injuries including non-accidental injuries at the setting; children being hungry and parents not being fully informed of what children have eaten during the day and children's individual needs not being fully met. Ofsted liaised with the local authority designated officer (LADO) prior to visiting the setting.

In addition to the above we received a complaint on 22 June 2016 that raised concerns about the safety of the premises and risk assessment procedures not being effective. Ofsted did not conduct a visit at this time, as we had completed a full inspection on 20 June 2016 and found no concerns.

We carried out an unannounced visit on 8 December 2016, to see whether the provider was meeting the early year's foundation stage requirements, in particular safeguarding and welfare requirements, relating to safeguarding practice; food and drink; safety of the premises; risk assessment and how the provider ensures staff meet children's individual needs and share information with parents.

We found that the provider has appropriate systems in place to ensure that children eat well and are given an option to have second portions of main meals, if they remain hungry. We found children have access to fruit, milk and water during the day, as an additional snack. We found procedures in place for children to eat later on in the day, if they missed or did not eat their lunch.

We found the provider was meeting the individual needs of children and observed children to be settled and happy. We found the provider has effective transition arrangements for children attending link settings because

children spend short periods of time at the setting with their key person so that they become familiar with their new environment. This helps to support a smooth transition.

We found the provider has appropriately recorded accidents and shared these with parents. However, we found the provider did not follow their own safeguarding policies and procedures, as they did not share safeguarding concerns with the LADO. We also found the provider began to conduct an internal investigation into the concerns which compromises any potential investigations that would need to be completed by other statutory agencies. In addition to this the provider had failed to notify Ofsted of this significant event which is a breach of requirements. A separate initial warning letter will be served for this breach.

We found that the provider did not have effective and robust risk assessment procedures in place to promote children's safety. We found ineffective storage of wooden panels and old tables and chairs in the garden, which compromise children's safety. In addition the tables and chairs are stacked in front of a garden door at the back of the garden which is the only exit out of the back of the premises. This poses as a risk as if there were an emergency at the front of the building this would be the only way out of the back of the premises. Discussions with staff and the manager demonstrate that this exit is never used and the manager was not clear whether they had a key to open the door. This is a safety concern.

Following our visit, we sent the provider a notice to improve that asked them to –

ensure all staff are trained to understand the safeguarding policy and procedures, in particular in the event of allegations being made against staff

comply with requirements of health and safety legislation (including fire safety). Ensure that all exits are clearly identifiable, free of obstruction and easily opened

ensure all reasonable steps are taken to ensure staff and children in your care are not exposed to risks, this refers to the unsafe storage of old equipment including wood panels in the garden area that poses as a safety risk.

The provider has taken appropriate action to deal with the concerns.

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