

Complaint about childcare provision

EY331503/C299084

Date: 25/01/2017

Summary of complaint

On 2 November 2016, we received information from an outside agency which raised concerns about the quality and standards at the nursery. We looked into these concerns to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements.

We carried out an unannounced visit to the nursery. We observed practice, looked at documentation and held discussions with managers. We found that the provider was taking steps to improve and through discussion, demonstrated a willingness to engage with the local authority to improve further. We found that risk assessments were not effective as staff tended to tick a list rather than identify and remove or minimise hazards. We also found that adults and children shared the use of a toilet even though there were enough toilets to avoid this. In addition, we found that some confidential records were displayed on walls unnecessarily.

Following the visit we sent the provider a welfare requirements notice requiring them to;

make use of the available facilities to provide a separate toilet for adults

ensure that confidential information and records about staff and children is held securely and only accessible and available to those who have a right or professional need to see them

take all reasonable steps to ensure staff and children are not exposed to risks and take action to remove or reduce any risks identified without delay.

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 conducted a further visit to assess the provider's compliance with the welfare requirements notice. We also considered the steps taken to comply with the actions set at the last inspection. We found that adults were no longer using the same toilet as children and risk assessments had improved. Confidential information and records were held securely. Staff had attended training and there had been improvements to the educational programmes.

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