

## **Complaint about childcare provision**

EY539655/C312771

**Date:** 20/05/2017

### **Summary of complaint**

On 6 April 2017 we received a complaint which raised concerns about how children were being supervised at the nursery and the arrangements in place to ensure that children's dietary requirements are met. On 20 April 2017, we received a notification from the provider about an incident which had taken place at the nursery. This notification means that the provider has met the legal requirement to notify Ofsted of a significant event which had occurred on the premises. Following this notification, Ofsted received an additional complaint on 21 April 2017 which also raised concerns about how children were supervised at the setting.

On 16 May 2017 we carried out an unannounced visit to the provider to look into these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements in relation to staff: child ratios and food and drink. In particular, these include requirements that state:

Staffing arrangements must meet the needs of all children and ensure their safety.

Before a child is admitted to the setting the provider must obtain information about any special dietary requirements, preferences and food allergies that the child has and any special health requirements.

During the visit we found that the provider was gathering information from parents about children's dietary needs and preferences. However, the provider was not ensuring that children with specific dietary requirements were effectively supervised at meal times. As a result, a child had been able to access food which should not have been included as part of their diet. In addition, we found that the arrangements in place to supervise children in the cloakroom and toilet areas of the nursery were not effective. The provider

admitted that children had been left unsupervised in the corridor area of the nursery and that an incident had taken place there which had been notified to Ofsted. During the visit, the provider showed the inspector the areas children used in which to change their clothes if required. A discussion took place at the time of the visit with the provider as children were being asked to change clothing when required without supervision and in areas which lack privacy.

We issued the provider with a notice to improve which asked them to:

ensure that children are effectively supervised in all areas of the nursery

put effective arrangements in place to protect children's privacy when accessing the toilet or changing clothing

The provider has responded appropriately to these actions and all requirements are now met.

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)