

Complaint about childcare provision

EY373992/C317510

Date: 13/07/2017

Summary of complaint

On 15 June 2017, we received a complaint that raised concerns about the nursery and the care of children. We needed to check that the provider was meeting the welfare and safeguarding requirements. In particular, those relating to safeguarding practices when taking children on outings, safety, staff deployment and ratios. We carried out an unannounced inspection. We found that the provider has clear procedures in place when taking children on outings, and a mobile phone is available for use in an emergency only. Staff understand their responsibility to keep children safe and supervise children appropriately. Staff are deployed well to make sure that the required ratios are maintained. The staff carry out ongoing checks to enable them to identify any hazards in the environment. This highlighted there was a risk to children from exposed nails in the fence enclosing the outdoor play area, so action was taken to remove them to ensure children's safety. There is a gap in the fence around the separate outdoor play space that is used for non-mobile babies. However, as the provider is not currently using this area, there is no impact to children. The provider explained that she will take action to cover the gap immediately. 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