

## **Complaint about childcare provision**

EY489564/C312364

**Date:** 19/07/2017

### **Summary of complaint**

On 12 April 2017, Ofsted received a complaint that raised concerns about suitable people, staff: child ratios, safety, managing behaviour and risk assessment. We needed to be sure that the provider was meeting the Statutory framework for the early years foundation stage requirements. In particular, these includes the requirements that state; 'Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable', 'Staffing arrangements must meet the needs of all children and ensure their safety', Providers are responsible for managing children's behaviour in an appropriate way', 'Providers must comply with the requirements of health and safety legislation (including fire safety and hygiene requirements)' and 'Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks'. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

We made an unannounced visit to the setting on 9 June 2017, found that staff manage children's behaviour effectively and emergency evacuations are practised regularly. However, there were weaknesses in the provider's knowledge and understanding of some of the requirements for day care settings. We found that professional advice had not been sought about fire safety or health and safety. Some fire exit signs were missing or obscured and food was being prepared near to where children's nappies were being changed. The provider had not sought advice or guidance from environmental health as to whether this was acceptable. Children's attendance was not recorded accurately, and the provider did not have evidence that all staff suitability had been checked effectively, including an

enhanced criminal records check. The provider had also not provided an area for staff to take their breaks away from where children are cared for.

Following the visit, Ofsted issued a notice to improve, which asked the provider to:

- improve children's safety by providing evidence that the registered provider has obtained an enhanced criminal records check in respect of every person aged 16 or over working directly with children, or on the premises where childcare takes place
- ensure that children in your care are safe at all times, by complying with the requirements of health and safety legislation, including fire safety and hygiene requirements. Make sure that fire exits are clearly identifiable and fire doors free from obstruction
- make sure that staff are able to have their break, away from areas being used by children
- improve the accuracy of the daily record of children's attendance, and make sure the records are easily accessible and available at all times.

A further unannounced visit was undertaken on 25 July 2017. We found at this visit that all of the actions in the notice to improve had been satisfactory met. However, although it is not related to the original concerns, we found that the toilets did not have suitable facilities for children to wash and dry their hands.

Following the visit, Ofsted issued a notice to improve that asked the provider to:

- ensure that the good health of children is protected; this is specifically in relation to providing suitable resources for children to wash and dry their hands and to prevent cross-contamination.

The provider responded to the notice to improve. We were satisfied with the response.

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)