

Complaint about childcare provision

253652/C321032

Date: 26/09/2017

Summary of complaint

On 19 July 2017, we received a complaint which raised concerns about poor supervision of children, poor deployment of staff, cleanliness of the premises and equipment not being suitable for the age of children. Concerns were also raised about lack of space, the absence of a separate space for babies to sleep in, lack of staff interaction with children, limited play resources, failure to share information with parents and failure to provide complainants with outcomes from investigations into their concerns.

We looked into the concerns to see whether the nursery provider was meeting the early years foundation stage legal requirements relating to Staff:Child Ratios, Suitable People, Premises, Safety, Key Person, Information and Records, Educational Programmes, Qualifications and Complaints; in particular the requirement that states, 'Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises.'

We conducted an unannounced visit and found the premises and equipment are clean. There are a wide range of well-maintained toys and resources appropriate for the age of the children. Children have sufficient space to play and there is a separate room for young children to sleep. Staff position themselves appropriately so that they can adequately supervise children to keep them safe and meet their needs. Staff sit with the children and regularly interact with them. The majority of staff hold childcare and first aid qualifications, all current staff have had suitability checks completed. Staff speak to parents daily about their children's day at the nursery. The nursery has not made a record of all complaints received. Concerns are investigated by the nursery but their findings are not recorded or shared with complainants within 28 days. This is a breach of the requirements

(Complaints). Reasonable steps are not in place to prevent unauthorised persons entering the nursery. This is a breach of the requirements (Premises).

Following the visit we issued a notice to improve that requires to the provider to:

- ensure all reasonable steps are taken to prevent unauthorised persons entering the premises
- ensure records are kept of complaints and their outcomes. Notify parents of the findings of investigations within 28 days from when the complaint was received.

We received an appropriate written response to the actions. 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