

Complaint about childcare provision

144656/C321366

Date: 13/10/2017

Summary of complaint

On 21 July 2017, we received concerns raised by HMI inspectors following a school inspection which is linked to this setting. The concerns were in relation to the safeguarding practices and procedures. This is relevant as the school governing body also oversee the nursery. Concerns were also raised about hygiene and in particular the management of food and possible rodents being present in the setting. There were also concerns raised about children being transported between the nursery and the school.

At a visit we needed to look into requirements around safeguarding practices, policies and procedures; suitable premises and food and drink.

On 6 October 2017, we carried out an unannounced visit to the setting. We found no evidence of rodent infestation. We reviewed pest control documentation and found that the setting are taking appropriate action to maintain regular checks by an outside company. All recent evidence shows that there are no rodents present on the premises. We found no concerns in relation to hygiene or the management of food. All individuals preparing and handling food had completed appropriate training to do so.

We found that nursery children are not transported to the school premises, however, the setting does provide a service to parents of school aged children to collect them from outside of the nursery and take them to and from school.

We found that safeguarding practices overall were not effective. We reviewed safeguarding policies and procedures and although these were out of date, the provider did share up to date polices on their website. We discussed that these should be printed off and made available to staff. We found the setting do not always take appropriate action when there are concerns about a

child's welfare. This demonstrates that staff knowledge and understanding of safeguarding procedures is weak which results in children being at risk of harm.

Following our visit, we served a welfare requirements notice on the provider that required them to –

ensure all staff understand safeguarding policies and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way

ensure you have regard to the government's statutory guidance 'Working Together to Safeguard Children 2015', concerns about children's safety or welfare, must be notified to agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police.

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.

The provider has taken appropriate action to meet requirements.

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