

Complaint about childcare provision

Ref: EY486670/4108532

Date: 24 January 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 December 2018, Ofsted received concerns relating to the suitability of individuals at the setting. This included being under the influence of drugs and alcohol following a weekend, individuals smoking on the premises and staff having hot drinks near the children. Concern was also expressed about children being hungry and becoming ill due to inappropriate clothing, when playing out and staff using mobile phones in the presence of children.

Ofsted previously received concerns relating to the managing of children's behaviour and how the setting responds to concerns. This was explored during the unannounced visit. We found that a staff member smokes outside the door of the building, however this is still on the premises. Although other staff leave the premises to smoke, the smell of tobacco is ingrained in their clothing and hair and they then return to working with the children. We found that although support is given to staff by the manager regarding their capability and professional development, this is not recorded to show that discussions are taking place to determine staff's ongoing suitability.

Although not part of the original complaint, other risks identified included children being able to access a toilet brush and an open stairway. We found the provider had an insufficient knowledge of incidents which must be notified to Ofsted. The procedures for allegations against staff lacked clarity and direction.

Following our visit, we issued a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed

take reasonable steps to ensure children in your care are not exposed to risk from staff smoking and returning to the building, access to toilet brushes and open stairways- By 7 February 2019.

develop effective supervision arrangements to allow for the recording of confidential discussions relating to capability and performance- By 7 February 2019.

ensure people do not smoke on the premises- By 7 February 2019.

update your knowledge and understanding about the things which must be notified to Ofsted- By 7 February 2019.

ensure safeguarding policies and procedures, in particular those relating to allegations

against staff are revised to accurately reflect the Local Safeguarding Children's Board (LSCB)
- By 7 February 2019.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).