

## **Complaint about childcare provision**

EY452944/C226920

**Date:** 06/01/2015

### **Summary of complaint**

On 22 September 2014 we received a complaint relating to an allegation of smacking, deployment of staff, inadequate health and safety procedures, and failure to meet the individual learning and development for all children. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements, in particular to the requirements for Child protection, Behaviour Management; Safety and suitability of premises, environment and equipment; Risk assessment; Learning and development and Suitable People.

At an unannounced visit conducted on 13 November 2014 we looked into the concerns to see whether the setting was meeting the related EYFS welfare requirements. We interviewed the senior management team, toured the premises, observed staff working with children, and sampled related documentation. We found that staff had a clear understanding of required safeguarding procedures, the provider had robust vetting procedures in place to assess the suitability of staff and that staff were aware that those who were still in the vetting process were not permitted to have unsupervised contact with children. We also found that appropriate health and safety procedures were in place across the nursery.

We established that although an appraisal programme is in place regular staff supervision was not conducted however the provider had revised the arrangements for staff supervision and is implementing an improved programme of supervision to support practitioners and promote the interests of children. We also identified that there is inconsistency in staff's observation, assessment and planning for children's next step. Additionally we found that shaving foam used in children's play was not suitable for children's use. As a result we issued the provider with a notice to improve which stated that they must:

ensure all practitioners consistently assess their observations of children and effectively use these assessments to shape children's learning experiences and next steps;

take all reasonable steps to ensure children are not exposed to risks, particularly risks posed by general substances used during play activities.

The provider has revised practice and has introduced systems to improve observations and planning. In addition the provider has taken steps to ensure that general substances used by children are suitable.

### **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 (Reference no. 080120)