

## **Complaint about childcare provision**

EY376104/C246896

**Date:** 07/07/2015

### **Summary of complaint**

On 24 April 2015, we received a complaint that raised concerns about requirements of the Early Years Foundation Stage not being met. In the main the concerns were in relation to there not being enough staff present to manage the children safely especially at busy times of the day. In addition concerns that planning and assessment systems to support all children's learning and development are not robust and that the educational programmes offered to children lack variety and challenge. In addition concerns about how complaints are managed. A further complaint was received on 11 June 2015 raising similar concerns about planning and assessment and also about the key person system in the nursery.

At an unannounced visit to the setting we looked into these concerns to see whether the setting was meeting requirements that link to staff: child ratios; learning and development requirements around planning and assessment and the educational programmes offered to children and also to look at requirements around complaints and the key person.

We found that there were sufficient staff working in the setting and all children do have a designated key person. We found that new planning and assessment systems have been introduced to improve the planning for children's learning and that educational programmes are also evolving. A policy and procedure is in place to manage complaints. However, when looking at staff ratios we found that staff are not always deployed effectively to meet qualification requirements. In addition although planning and assessment and the educational programmes are all evolving, we found that planning systems do not effectively ensure that babies have daily access to outdoor play and fresh air; in addition we found that activities available to babies are limited and lack challenge.

In addition to the concerns that were raised we found significant concerns in relation to the safety and security of the premises. This is because the inspector was able to gain access to the premises without being apprehended. We found that children's attendance is not recorded accurately, and the safeguarding policy and procedure is not accurate; therefore children's safety is compromised. We found that changing facilities for the babies are unclean and not suitable. Babies do not have sufficient furniture to support their developing independence. In addition the systems to support staff through regular supervision are not robust.

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

ensure that children are unable to leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors (Premises).

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.

In addition, we sent the provider a notice to improve that asked them to:

ensure the safeguarding policy and procedures include an accurate explanation of the action to be taken in the event of an allegation being made against a member of staff (Child protection)

ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching and training for staff (Staff qualifications, training, support and skills)

ensure that for children aged two years of age there is at least one member of staff who holds a full and relevant level 3 qualification; and at least half of all other staff must hold a full and relevant level 2 qualification (Staff: child ratios)

ensure there are suitable hygienic changing facilities for changing any children who are in nappies (Premises)

ensure there is an accurate daily record of the names of the children being cared for on the premises, and their hours of attendance (Information about

the provider)

ensure that planning includes daily opportunities for babies to have access to outdoor play to promote their physical development and to promote their health and well-being (Educational programmes)

ensure that planning for babies provides opportunities for them to engage in a variety of experiences to support their curiosity and exploration and improve the range of mediate available to them so that they can explore more natural resources (Educational programmes)

ensure that resources in the baby room are available to develop and promote their growing independence this refers to providing small tables for them to sit and eat their snacks and engage in table top activities (Learning and development).

We have conducted a further monitoring visit to the setting and are satisfied that the provider is now meeting 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)