

Complaint about childcare provision

EY448265/C264962

Date: 23/01/2016

Summary of complaint

On 28 October 2015, the provider notified us that two separate concerns had arisen with regard to the suitability of staff working at the nursery. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

We carried out an unannounced visit to the setting on 9 November 2015. The inspector viewed recruitment and personnel files, spoke to staff and children, observed staff working with children and interviewed the provider. The information was also shared with the Local Safeguarding Board Officer. The inspector found that children are encouraged to be as independent as they are able for their age and stage of development. Children are able to readily access snacks and drinks throughout the day and can access toilet facilities easily. The open plan nature of the setting ensures that any child who needs assistance does not go unnoticed. Children are encouraged to eat well and healthily but are not overly forced to eat beyond what they want to at lunch time. Staff informed the inspector they routinely ask children if they would take a last mouthful then they can move on to either a pudding or leave the table. Staff are suitably qualified and trained to work with children. Staff are able to demonstrate that they understand the safeguarding procedures and would contact the relevant authority if concerned about a child's wellbeing or the behaviour of another adult coming into contact with a child. The inspector was able to support this assertion with documents considered during this visit. However, not all personnel files were complete. Some had no induction documents, no records of interviews carried out and not all references are in place. Not all files contain the supervision notes to support on-going checks of staff suitability. Consequently, following this visit a notice to improve was

issued as follows:

- improve procedures to ensure that practitioners and any other person who is likely to have regular contact with children are suitable; this includes the on-going assessment of continued suitability of adults working with children once recruited (Early Years Foundation Stage - Suitable people 3.9) and;
- ensure all systems used to ensure that any person caring for or in regular contact with children (including on a voluntary basis) is suitable are effective (this applies to both voluntary and compulsory parts of the Childcare Register CR3.1).

We are satisfied with the action taken by the provider and no further action was required. 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)