

Complaint about childcare provision

137800/C269175

Date: 12/04/2016

Summary of complaint

On 30 November 2015, we received a complaint that raised concerns in relation to: nappy changing procedures; children being able to leave the play rooms unnoticed by staff; children's clothing not changed when wet or soiled; children not always access drinking water; adult to child ratios not being met.

On 3 December 2015, we received another complaint in relation to the management of children's behaviour. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

Ofsted conducted an unannounced visit and looked into this concern to see whether the setting was meeting EYFS welfare requirements. In particular we considered the requirements relating to: health; staff to child ratios; food and drink and behaviour management.

We found that appropriate procedures are followed by staff when changing children's nappies. Children's clothes are changed if soiled or wet. Adult to child ratios were being met on the day of the visit and children's behaviour was observed to be appropriately managed. Management said that recently several staff had left but new staff are being recruited.

We found that children in the baby room were thirsty and were not able to access drinking water. We also found that staff had not adequately risk assessed the setting. They had not identified and addressed hazards in the environment such as trailing wires in the baby room, a gate open in the garden leading to an area it was not safe for children to access and young children being able to touch waste bins and floor cleaning buckets.

In addition to this observations and assessment had not been updated for two months and planning to ensure children make progress in their learning

was not in place for some children. Management are aware that this is an area that needs improving and training is planned for January 2016. In addition it was found that staff have insufficient knowledge and understanding of the settings safeguarding policy and procedure to ensure children are protected.

Following the visit we issued to the provider a welfare requirement notice that required the provider to:

take all reasonable steps to ensure that children are not exposed to risks. This refers to the risks from trailing wires hanging from shelving in the baby room, children being able to access unsafe areas in the garden due to the gate being left unlocked, babies and young children being able to touch buckets used for floor cleaning and waste bins (Risk assessment)

ensure that fresh drinking water is available and accessible at all times for all children (Food and drink)

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirement notice. Failure to comply may result in a prosecution.

We also issued to the provider a notice to improve that required the provider to:

train all staff to understand their safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues. Ensure training enables staff to identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely and appropriate way (Child protection)

ensure that assessment of children's progress is kept up to date so that the information is used to plan challenging and enjoyable experiences for each child in all areas of learning to supports their development (Learning and Development)

ensure a written record is kept of any complaints and their outcome (Complaints).

We carried out a monitoring visit and found that the welfare requirement notice is being met. Children have access to drinking water and hazards in the environment have been addressed and minimised.

We carried out an inspection on 2 March 2016 and found that all actions detailed above were being met except the action in relation to assessment of children's progress. We issued a further action in relation to this that will be monitored at the next inspection.

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)