

Complaint about childcare provision

EY259880/C285213

Date: 10/06/2016

Summary of complaint

On 24 May 2016 we received a complaint that raised concerns about the security of the premises, hygiene practices and supporting children's learning and development. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare and supporting children's learning and development. In particular, these include requirements that state:

Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors;

There must be an area which is adequately equipped to provide healthy meals, snacks and drinks for children as necessary. There must be suitable facilities for the hygienic preparation of food for children;

Early years providers must guide the development of children's capabilities with a view to ensuring that children in their care complete the Early Years Foundation Stage ready to benefit fully from the opportunities ahead of them.

We carried out an unannounced visit and found that staff carry out a risk assessment of the outdoor play area and take some steps to minimise any identified hazards. However, the assessment does not take account of the potential risk of unauthorised persons attempting to access the premises. There is no clear plan in place to support staff in familiarising themselves with the appropriate procedure to follow in the event of this happening.

Some of the staff have received training in food handling. They oversee the preparation of simple snacks and drinks which the children access independently. However, jugs of milk and prepared fresh fruit are sometimes left in the snack area, uncovered, for considerable periods of time.

Staff engage well with the children, supporting them in accessing a wide

range of resources and activities that promote their learning and development. Staff observe the children as they play and assess the progress they are making. This enables them to plan children's next steps in learning and identify any children who may need additional help.

Following our investigation, we sent the provider a notice to improve that asked them to:

review the risk assessment of the outdoor play area and ensure all staff are aware of any actions recommended to minimise identified hazards, with particular regard to ensuring unauthorised persons do not access the premises;

take reasonable steps to ensure that children are not exposed to risks with regard to the preparation and storage of snacks and drinks provided by the nursery.

The provider responded to the notice to improve by informing us that daily risk assessment procedures have been reinforced and staff reminded of the importance of being vigilant during outdoor play. Snack time drinks are now stored in lidded jugs which are refreshed regularly. We are satisfied with the action taken. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted