

Complaint about childcare provision

EY286897/C287400

Date: 11/07/2016

Summary of complaint

On 8 June 2016, we received a complaint that raised concerns that: staff were not recording accidents or informing parents of injuries that children sustain while at the setting; children are not adequately supervised when playing outside; the targets sets for the children seem arbitrary and are never met; parents are not informed of the progress children make during the term and they receive a poor response to written complaints.

On 15 June 2016, we received another complaint that raised concerns about the information recorded on accident forms.

On 16 June 2016, we received a further complaint raising concerns in relation to: the safety of the outside play area while work is taking place on a building next to the setting; unsafe practice as children are allowed to walk around eating and drinking; unhygienic practice after holding ducklings and chicks: concerns that the learning and development requirements are not being met; lack of routine and discipline and equality of opportunity is not being promoted.

These concerns relate to the early years foundation stage safeguarding and welfare requirements and the learning and development requirements.

We carried out an unannounced visit and found no evidence to suggest that the requirements, in relation to the concerns raised, were not being met.

Some of the concerns related to the Children's Centre which is within the same building as the setting but does not fall under this registration.

Although it was not part of the original complaint, we found that the identity of visitors is not checked before they enter the setting and that young

children sleeping on mats within the sleep room are not checked frequently enough to ensure their safety.

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

ensure that children who sleep on mats in the sleep room are frequently checked to ensure their safety(Premises)

take all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors (Premises).

We received a written response to the actions. The provider has confirmed that if children sleep on mats a member of staff will be in the sleep room to supervise the children and the identity of visitors will now be checked before they enter the setting.

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