

Complaint about childcare provision

EY486746/C289306

Date: 20/07/2016

Summary of complaint

On 28 June 2016, we received a complaint, which raised concerns about the number of staff available care for children, the availability of drinking water for children and the arrangements for nappy changing.

We looked into this concern to see whether the nursery was meeting the Statutory Framework for the Early Years Foundation Stage requirements. In particular, the requirements relating to food and drink, ratios and premises.

We carried out an unannounced visit to the nursery. We found that some areas of the premises and equipment were not clean and that risk assessments were not robust. We found that drinking water was not available for children in every room. We also found that staff were not well deployed in the pre-school room and garden. We did not have any concerns relating to nappy changing facilities or arrangements.

Following the visit we sent the provider a notice of action to improve requiring them to:

ensure that all areas and items of equipment are suitably clean and provide a hygienic environment for children

ensure that the staffing arrangements are organised to keep children safe and that all children's needs are met

take all reasonable steps to ensure staff and children are not exposed to risks and take action to remove or reduce any risks identified without unnecessary delay

ensure that drinking water is available and accessible to children across all

age groups and at all times.

The provider wrote to us to inform us of the action taken to comply with the notice of action to improve. We were satisfied that the provider had taken prompt and effective action.

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