

Complaint about childcare provision

EY399877/C288042

Date: 24/08/2016

Summary of complaint

On 24 June 2016 we received information of concern from a third party. The allegations received related to; insufficient food for children at meal times, food posing a choking risk, unsafe outdoor play area, minimum staff ratio requirements not being met, premises being dirty, a lack of nurture to children.

In order to investigate these concerns we carried out an unannounced visit to the nursery on 26 July 2016.

We found no evidence to support the allegations relating to food, the outdoor play area, staffing ratios, or a lack of nurture.

However it was observed that various rooms in the nursery were not sufficiently clean.

During our visit we also found that; staff were not adequately deployed to meet children's needs, children were not freely able to access drinking water in any of the rooms, those with the lead responsibility for safeguarding had not attended the required training, and there was no evidence that staff working with children under the age of 2 years had received appropriate training to meet the needs of those children.

We therefore issued the setting with a notice of actions to improve that required them to;

Ensure children in all rooms have free access to drinking water.

Ensure that staff are adequately deployed to meet the needs of all children.

Ensure that all rooms within the setting are clean, this includes floors, floor coverings and toys/resources for children.

Ensure that those taking the safeguarding lead at the setting have attended the appropriate designated safeguarding lead training commensurate with the role.

Ensure that at least 50% of all staff working with children under the age of 2 years, have received the appropriate training, and that evidence can be presented to prove this.

We are satisfied with the provider's response to the actions set.

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