

Complaint about childcare provision

309355/C294551

Date: 28/10/2016

Summary of complaint

On 12 September 2016 Ofsted received a notification from the manager that 1 child had been left unsupervised in the outdoor play area. We also received an anonymous complaint on 5 October 2016. Indicating activities were not planned to meet the needs of the children. Staff were not supported in their role in respect of induction and training. Ratios were not being met. Hygiene and resources were poor and behaviour management was inappropriate. The concerns raised also indicated that nappy changing facilities did not meet health and safety requirements and that children did not have fresh drinking water.

Relevant requirements: Planning. Educational programmes. Assessment. Safeguarding practice. Qualifications. Training, Support and Skills. Key persons. Ratios. Child Supervision. Staff deployment. Food and drink. Managing behaviour. Safety. Premises. Risk assessment. General information and record matters. Information about the child. Information for parents and carers. Information about the provider.

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the provision unannounced on 11 October 2016. We found that there had been a situation regarding supervision of a child and that the provider had taken appropriate action. Staff now complete a register of children when they are inside the setting and using the outdoor play areas. It was also identified that not all children had access to fresh drinking water and that outdoor resources were limited.

We sent the provider a notice of action to improve that asks them to: ensure that drinking water is available and accessible to all children at all times. (Food and drink 3.47) also to ensure that the resources and equipment are fit

for purpose and suitable for the age of children cared for. (Safety and suitability of premises, environment and equipment 3.54)

The provider responded to the notice to improve by purchasing an extensive range of outdoor play resources and implementing monitoring sheets for the drink stations. Ofsted are satisfied with the providers prompt and effective action. The provider remains suitable for registration.

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