

Complaint about childcare provision

EY444562/C308561

Date: 22/03/2017

Summary of complaint

On 02 March 2017 the provider notified us that they had taken action to suspend a member of staff. The notification means that the provider has met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of a significant event which is likely to affect the suitability of the early years provider or any person who cares for or is in regular contact with, children on the premises. We needed to investigate this notification to ensure that the provider met the Early Years Foundation Stage welfare requirements relating to Suitable people.

On the same day we also received a complaint that raised concerns specific to the management at the setting, ratios, record keeping, partnership with parents.

We carried out an unannounced visit and found that the provider had taken immediate action to safeguard children and had contacted the relevant agencies for advice and support. We also found that the provider was keeping appropriate documentation relating to the record keeping and partnership with parents. However, we found that there were some unidentified hazards that had not been fully risk assessed which related to the security of the main entrance to the building, safety of steps on the first floor leading to the children's bathroom.

We also found that the records relating to the deployment of staff were not accurate and therefore, did not identify clearly when staff were moved around the building and if they were deployed effectively.

Following our visit we issued the provider with a notice of action to improve which requires them to:

ensure that staff are deployed effectively in particular to cover staff breaks and when staff leave the building. Daily records should reflect staffing arrangements meet the needs of all children and ensure their safety

ensure that all reasonable steps are taken to manage risks. Identify aspects of the environment in particular stairs in the pre-school room that may pose a hazard and demonstrate how staff are managing such risks

ensure that the security of the premises are robust and that all reasonable steps are taken to prevent unauthorised persons entering the premises. This relates in particular to the main entrance to the building.

We will monitor the provider at the next inspection to ensure they meet these actions.

The provider remains suitable for registration 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