

Complaint about childcare provision

EY392722/ C149145

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Summary of complaint

On 9 May 2011, we received a complaint that raised concerns that there was no soap in the preschool room and this impacted on the children being able to have effective hygiene routines and that children were being bitten on several occasions and falling in the outside activity area because they were not supervised appropriately by staff.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'Safeguarding and promoting children's welfare', 'Suitable premises, environment and equipment' and 'Organisation'. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements.

On 18 May 2011, we carried out an unannounced visit to the setting and discussed the concerns raised. We found on the day of the visit that there was soap in the preschool area and the manager explained that there had been an occasion recently where this was not case, however, this was remedied immediately once it was brought to the attention of staff. The premises were observed and deemed to be in a satisfactory condition with regards to organisation and cleanliness. The inspector observed the bathroom areas used by the children and found the standards of hygiene were maintained and soap and disposable towels were available for the children to use. The inspector observed children were appropriately supervised and staff deployed satisfactorily to meet the needs of children and required ratios were observed to be maintained on the day of the inspection. However, through discussion and records it was apparent that several incidents had occurred in the outside activity area and this confirmed that children had not been supervised effectively at all times, resulting in accidents occurring. Furthermore, it was evident that risk assessment had not been completed for

the use of the outside activity area and risk assessments had not been completed following an incident. The inspector viewed a variety of records relating to the safe management of the provision, including, accident records, children's daily sheets and planning sheets.

Although it was not part of the original complaint, we also identified that the planning systems were not effective enough to ensure the individual needs of all children were met. This was further impeded because a key person system was not effectively implemented. It was also found that there was no named deputy in place to take charge in the absence of the manager. This relates to the Early Years Foundation Stage welfare requirements 'Organisation' and 'Suitable people'.

Following our investigation, we issued a notice to improve that asks the provider to:

- conduct a risk assessment and review it regularly- at least once a year or more frequently where the need arises. The risk assessment should cover anything with which a child may come into contact with, including the soft play/activity centre outside of the nursery boundary (The Early Years Foundation Stage General Welfare Requirements- Suitable premises, environment and equipment)
- maintain a record of risk assessment clearly stating when it was carried out, by whom, date review and any action taken following a review or incident (The Early Years Foundation Stage General Welfare Requirements- Documentation)
- ensure staffing arrangements are organised to confirm safety and to meet the needs of the children; this includes ensuring staff are appropriately deployed to supervise the children effectively (The Early Years Foundation Stage General Welfare Requirements-Suitable people)
- ensure there is a named deputy in place to take charge in the absence of the manager (The Early Years Foundation Stage General Welfare Requirements- Suitable people)
- plan and organise systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs (The Early Years Foundation Stage General Welfare Requirements-Organisation) and
- implement an effective key person system and ensure each child is assigned a key person (The Early Years Foundation Stage General Welfare Requirements-Organisation).

We monitored the provider and are satisfied appropriate action has been taken to meet the requirements. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)