

Complaint about childcare provision

EY279555/C196090

Date: 21/10/2013

Summary of complaint

We received information on 17 October 2013 that raised concerns regarding children playing outside in inappropriate clothing and remaining in wet clothes during the session, nappies not being changed when needed, and a lack of structure to the children's day. We carried out an unannounced inspection to see whether the provider was meeting the Early Years Foundation Stage requirements for: Safety and suitability of premises, environment and equipment; Equal opportunities; Staff qualifications, training, support and skills; and Learning and Development. In particular these include requirements that providers should ensure that an adequate supply of spare clothes and any other necessary items is always available; providers must have and implement a policy, and procedures, to promote equality of opportunity for children in their care; all practitioners should have appropriate qualifications, training, skills and knowledge and a clear understanding of their roles and responsibilities; and each area of learning and development must be implemented through planned, purposeful play and through a mix of adult-led and child-initiated activity.

At inspection it was found that the manager has not considered her role in providing all children with appropriate clothing and equipment so they have equal access to all the activities which is a breach of a legal requirement. We issued a notice to improve that requires the provider to make sure all children have an equal opportunity to experience all learning opportunities outdoors in all weathers.

With regard to the other concerns, it was found that nappies are changed as soon as required and the changes are documented throughout the day at various times, and that all children are making good progress from their starting points and through an interesting and stimulating educational programme.

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)