

## **Complaint about childcare provision**

EY479242/C236193

**Date:** 15/01/2015

### **Summary of complaint**

On 16 December 2014, we received a complaint that raised concerns about professional practice at the nursery. We shared these concerns with the LADO in line with our duty to report any safeguarding matters. The concerns also related to how behaviour is managed at the nursery; safety and security of the premises, specifically that children have left the premises unsupervised, and unvetted adults have had access to the area where children are cared for. Other concerns related to the fire evacuation procedures, hygiene and ratios. We visited the provider and looked into these concerns to see whether the setting was meeting Suitable people; Safety and suitability of premises, environment and equipment.

We visited the nursery on 18 December 2014 and on 12 January 2015. We found that the provider does not ensure that the premises are fully secured to prevent unvetted adults entering the child care area as door from the kitchen to the other rooms are not secured. Due to the low level handles on some doors there is a potential risk that children may be able to open these doors. We also found that chemicals which may pose a hazard to children are not stored out of children's reach in the bathroom area.

Following our visit on 18 December 2014, we sent the provider a notice to improve that asked them to:

3.62 ensure that the premises are secure so that children do not leave the premises unsupervised and that all reasonable steps are taken to prevent unauthorised persons entering the premises

3.64 take all reasonable steps to ensure staff and children in their care are not exposed to risks, this is with specific regard to chemicals in the bathroom area

We made a further visit on 13 January 2015 to discuss the concerns about professional practice and behaviour management. We also discussed the providers response to the actions set at the previous visit.

We found that the provider had taken action to address the security issues and early staff check the security of doors, chemicals have been removed from children's level. Staff have an understanding of their role and responsibility to safeguard children in their care and are aware of the settings practice and procedures for child protection. Policies are in place to support this practice. Senior staff monitor performance through staff meetings, supervision and the appraisal of staff. Behaviour is managed through positive strategies and staff explain to children what is right and wrong so they gain an understanding of how to behave in different situations. Risk assessments are completed for any outings undertaken by the children. Daily registers are maintained to demonstrate children's and staff attendance.

Following our visit we took no further action.

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)