

Complaint about childcare provision

EY443659/C205903

Date: 23/02/2014

Summary of complaint

On 23 February 2014, Ofsted received information that raised concerns about the safety and security of the inside and outdoors areas of the nursery. Ofsted carried out an inspection on 1 April 2014 to see if the provider was meeting requirements. The inspection looked into this concern to look at whether the nursery was meeting the safeguarding and welfare requirements of the Statutory framework for the Early Years Foundation Stage relating to risk assessments and children's safety. The inspection found that the provider has extensive outdoor grounds for physical play and nature activities, including an allotment and regular risk assessments are carried out both for the indoor and outdoor environment as well as for outings. However, appropriate action to reduce potential risks to children is inconsistent. We also looked into the setting's ability to meet the requirements that staff: child ratios are maintained, in particular the requirement that providers must ensure that children are adequately supervised, have a key person system and decide how to deploy staff to ensure children's needs are met. We looked into the setting's ability to meet requirements for the assessment of children to ensure that their individual learning needs were met. We carried out an unannounced visit to the setting to investigate these concerns and conduct a full inspection of the provision. Following the inspection, Ofsted issued a notice to improve requiring the provider to: ensure they review and consistently implement risk assessments and daily checks to guarantee that all exits, equipment and the outdoor play environment remain safe and secure while children are being cared for. The provider met the Early Years Foundation Stage requirements for staffing arrangements and assessment of children. 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)