

Complaint about childcare provision

253393/C213576

Date: 12/08/2014

Summary of complaint

On 16 May 2014, we received a complaint that raised concerns about child supervision and safety in the outdoor area, risk assessments, qualifications, inadequate response to complaints and provision of activities that do not promote children's learning. We looked into these concerns to see whether the provider was meeting the Early Years Foundation Stage legal requirements relating to Qualifications, Staff:Child Ratios, Safety, Risk Assessment, Complaints and Educational Programmes; in particular, the requirement that states 'Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met'.

We conducted an unannounced visit and found the provider has conducted an internal investigation into the concerns. Their investigation established that, although the correct staff:child ratios had been in place, staff had not been appropriately deployed to ensure children were adequately supervised. The provider has since spoken to staff about appropriate deployment and has monitored their practice to ensure their adequate supervision of children. On the day of the visit we found that in the outdoor area staff:child ratios were being maintained and staff were appropriately deployed to ensure children were adequately supervised.

We found risk assessments identify hazards in the outdoor area and detail sufficient action on how these are minimised or removed. The risk assessments have been updated following receipt of the concerns and additional measures are being taken to further minimise the risk to children. Whilst these measures are put in place the areas concerned have been secured so that children cannot gain access. Outdoor spaces being used by children are fit for purpose.

Staff have appropriate qualifications and experience in childcare. Records of complaints and their outcomes are made. The provider has investigated written complaints from parents and notified them of the outcome within the appropriate timescales. When planning, consideration is given to children's individual interests and how activities support children's learning.

As the provider has already addressed the breach in the requirements we will be taking 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)