

Complaint about childcare provision

EY479243/C227102

Date: 31/10/2014

Summary of complaint

On 23 September 2014, we received a complaint that alleged that children were not appropriately supervised by staff in the setting which resulted in children walking around the setting unsupervised with scissors and children ran up and down a sloped hill in the garden area unsupervised while staff used their mobile phones. This relates to Early Years Foundation Stage (EYFS) requirements 'risk assessment' 'premises' 'safeguarding practice' 'safeguarding policy' 'staff deployment' and 'safety'.

On 2 October 2014, we carried out an unannounced visit to the setting and we discussed the concerns raised with the manager and nominated person and representatives from the college campus were also present. We observed practices, spoke to staff and viewed some of the setting's records, policies and procedures.

We found that children are appropriately supervised and consideration is given to the different activities and needs of the children when deploying staff. There is a mobile phone policy in place which is fully complied with at all times. We found that although there is a risk assessment in place for the premises, this is not fully effective as not all risks to children are minimised, specifically in the outside areas.

As a result of the visit we raised a notice to improve that requires the provider to implement an effective risk assessment which covers all areas of the environment accessed by the children and take appropriate action to minimise hazards to children, paying particular attention to the outside play areas.

The provider responded in writing and confirmed sufficient 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)