

Complaint about childcare provision

EY313786/C250732

Date: 20/06/2015

Summary of complaint

On 05 June 2015, Ofsted received a complaint that a child had become shut in a garden summer house unbeknown to staff, which resulted in the child becoming distressed. In addition it was reported that the setting had received an allegation against a staff member as a result of a child receiving an injury at the setting and that no action had been taken regarding this.

We needed to investigate these concerns to ensure the requirements of the Early Years Foundation Stage in relation to Staff: child ratios and Child protection were adhered to. These requirements state that providers must ensure children are adequately supervised and decide how to deploy staff to ensure children's needs are met. It also states that providers must inform Ofsted of any allegations of serious harm or abuse by any person living, working or looking after children at the premises. Providers must also notify Ofsted of the action taken in respect of the allegations.

We visited the setting where we found that a child had been unsupervised when accidentally locked in a summer house. The setting had taken immediate action by changing procedures to ensure that children are supervised at all times. The procedures include a member of staff remaining outside until the number of children has been confirmed inside the nursery and counting children in, after outdoor sessions. In addition, risk assessments have been updated. We also found that there had been two incidences whereby an allegation had been made against a staff member. Although the setting had liaised with the Local Authority Designated Officer and received guidance, the setting failed to notify Ofsted of an allegation of harm against a member of staff. The notification should have been made within 14 days as this is a requirement of their registration. On this occasion Ofsted issued the provider with a warning letter.

During the investigation visit, it was established that the setting had identified failures to follow policies and procedures by particular staff members. The senior management team identified shortfalls and immediately took steps to

address these issues.
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)