

Complaint about childcare provision

EY396361/C262320

Date: 27/10/2015

Summary of complaint

On the 5 October 2015 the provider notified us about a deficiency in the security of the outdoor play area at the setting. Prior to this, on 19 July 2015, the provider also notified us about a lack of effective supervision for children who sleep. The notifications mean that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the provider or any person who cares for, or is in regular contact with, children on the premises.

We carried out a visit, to look into the notifications and to see if the provider was meeting the legal requirements relating to, the Premises and Staff: child ratios. In particular, these include a requirement that states that children do not leave the premises unsupervised, are adequately supervised and usually are within sight and hearing of staff and always within sight or hearing. During the visit, the inspector checked staffing arrangements and reviewed the provider's procedure and records for risk assessment. We found that the provider has sufficient staff for the different age groups of children however, that the implementation of risk assessment and the supervision of children was ineffective. Consequently, we found that the provider has taken action to prevent a child from leaving the premises by reducing the gap under the outdoor play area gates. In addition, the provider had introduced a system for staff to frequently count the number of children present when they move around the premises. We also found that the provider has taken action to ensure staff do not leave sleeping children unattended. This means that children are now robustly kept safe through improvements to the security of the premises and through effective staff supervision.

The provider has kept parents fully informed about the events. Ofsted will take 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)