

Complaint about childcare provision

EY393354/C280364

Date: 28/04/2016

Summary of complaint

On 29 March 2016, we received a notification from the provider that the rear gate in the garden had been left open for a period of time, while children were using the area and staff had not noticed. This means the provider met their legal responsibilities of notifying Ofsted of a significant event. On the same day we also received a concern in relation to the same issue and staff supervision, training and skills.

On 13 April 2016, we made an unannounced visit to the premises. We scrutinised documentation, observed practice and spoke to both managers and staff. We do not investigate to prove or disprove a concern, but to identify if the provider continues to meet the early years foundation stage requirements.

We found the provider had reviewed staffs understanding of the risk assessment procedure for the garden. Risk assessments are now completed by staff from each room, before children use the outdoor area. The management team have gone through security procedures with staff to ensure they know what is expected of them. They have introduced regular head counts which are conducted every 20 minutes, during which the number of children and staff are checked in each room and recorded. The garden gate is not used during the hours of opening to prevent it from being left open while children use the outdoor area.

During the visit we found that procedures in place for staff supervision were not consistent or effective. This is a breach of the requirements of the early years foundation stage. As a result we issued a welfare requirements notice which asked the provider to:

put in place arrangements for the supervision of all staff. Provide opportunities for staff and managers to discuss the children and families for

who they have responsibility, training needs and any sensitive issues or safeguarding concerns.

On 26 April 2016, we completed an unannounced visit. We found the provider had complied with the welfare requirement notice issued.

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)