

Complaint about childcare provision

EY376104/C284792

Date: 07/06/2016

Summary of complaint

On 18 February 2016 we received a notification from the provider that raised concerns about the suitability of the premises. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

Ofsted conducted an inspection to look into these concerns to see whether the setting was meeting EYFS welfare requirements, in particular we considered the requirement relating to the Suitability of Premises, Supervision of Children and Risk Assessment. The inspection judgement was that the quality and standards of the early years provision was inadequate.

At the inspection we found weaknesses in the assessment of risks in the outdoor area. In addition the recruitments process was not robust and registers were not completed as children arrived. This meant that that staff were not aware of which children were present especially as children moved to other areas. We also found that some staff were not using strategies to manage children's behaviour which encourage them to learn what is acceptable behaviour.

The provider was issued with a Welfare Requirements Notice requiring them to:
improve safety in the outdoor area by carrying out regular checks and acting upon them to minimise risks, in particular the security of the boundary fences

put effective systems in place to make sure practitioners and any other person who is likely to have regular contact with children (including those living or working on the premises) are suitable

ensure there is an accurate daily record of the names of the children being cared for on the premises, and their hours of attendance

use strategies for managing children's behaviour which are consistent and encourage and support children to behave in appropriate ways

We monitored the provider's action following the issue of these notices. We found that the provider had taken steps to bring about improvements and to meet the requirements for registration.

The setting will be re-inspected within six months. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted