

Complaint about childcare provision

EY466098/C284984

Date: 01/06/2016

Summary of complaint

On 20 May 2016 we received concerns from an anonymous source regarding a child at the setting who had been left alone in the playground unsupervised for 10 minutes. (Safety, Child supervision and Risk Assessment)

We carried out an investigation visit and found the provider to be meeting EYFS requirements in relation to safety and child supervision. This is because although a child was left alone unsupervised in the outdoor area, since the incident a revise to practice has been enforced. This involves the counting of children by staff prior to returning indoors and on returning indoors following outdoor play, with which all staff are now involved. However we found the provider was not meeting EYFS requirements in relation to effective risk assessments. This is because at the time of the visit a hazard was identified in the children's outdoor play area, which compromises the safety of children.

Although it was not part of the original concern we also found the provider was not meeting EYFS requirements in relation to keeping parents informed under the requirement 'General information and records matters.' This is because the provider had failed to inform the parents that their child was left alone unsupervised in the outdoor area for between approximately five to ten minutes.

Therefore, following the visit we issued a notice to improve which asked the provider to;

Complete an effective risk assessment which identifies risks and how risks are to be managed, especially in relation to the outdoor play area.

Take all necessary measures to minimise any risks to the health or safety of the children and the staff, especially in the outdoor play area. (Compulsory

and Voluntary part of the child care register)

Ensure information is shared with parents to enable a regular two-way flow of information with parents and/ or carers, especially relating to significant events such as when a child goes missing or is left unsupervised at the setting.

The provider has satisfactorily met the actions raised.

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