

Complaint about childcare provision

EY469239/C292139

Date: 14/10/2016

Summary of complaint

On 3 August 2016, we received a complaint about children not being supervised safely when on outings to a play area that is not suitable for their age. On 9 August 2016, we received a notification from an outside agency that raised similar concerns. In addition, on 29 September 2016, we received information in the form of a complaint regarding the suitability of the manager and lack of communication generally with parents.

We conducted an unannounced visit and looked into these concerns to assess the risk to children and whether the provider was meeting the Early Years Foundation Stage requirements. In particular, relating to staff qualifications, training, support and skills, child protection, staff/child ratios, safety, risk assessment for outings and learning and development. In addition, we looked at the requirement for suitable people, which states that people looking after children, must be suitable to fulfil the requirements of their roles.

During the visit, we scrutinised related documentation, interviewed the provider and manager, talked to parents and accompanied staff and children on an outing to the communal play area. We found that the provider had taken steps to improve risk assessments and ensure that staff are clear about their responsibilities for safety on outings. We found that minimum ratio requirements were being met to provide appropriate supervision of children. We found that there is a system in place to assess the suitability of staff to work with children. In addition, the manager has asked for parents feedback and their comments have been acknowledged and addressed. However, we found that arrangements for the supervision and support of staff to foster a culture of teamwork and continuous improvement in the setting is not fully embedded following significant changes to the staff and leadership team.

Although it did not form part of the original concerns, we found that

children's behaviour was not always managed in an appropriate way so that children understand the expectations for behaviour. In addition, children did not have daily access to outdoor activities, which extend their learning and development opportunities.

Following the visit, we issued the provider with a notice to improve that asked them to:

improve the effectiveness of staff supervision; in particular, ensure that monitoring of staff practice is effective in helping to improve teaching skills and promotes a shared approach to continuous improvement

ensure children's behaviour is managed in an appropriate way, this specifically refers to supporting children to understand expectations for behaviour using positive and consistent methods

extend children's learning experiences by ensuring they have daily access to an outdoor play area where they can explore and become involved in a range of suitably planned outdoor activities.

The provider was found to be meeting the legal requirements relating to other aspects of the complaint.

We will monitor the provider to ensure the action has been met.

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