

## **Complaint about childcare provision**

Ref: 153685/4043812

Date: 13 May 2019

### **Summary of outcome**

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. We received information which raised concern about risk assessments and the supervision of children on 4 December 2018, and 27 November 2018. On the same dates the provider also notified Ofsted on 27 December 2018 and 1 March 2019, about serious accidents. We received two further notifications from the provider about a serious accident and the supervision of children. The notifications means that the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. We initially liaised with the setting. On 5 April 2019 we conducted an unannounced visit to the premises and found that the provider had already taken some positive steps to minimise identified risks. The provider had also looked into the incidents and appropriately liaised with external agencies. We found that not all risks had been identified and steps taken to reduce them. While adult to child ratios are maintained we found that arrangements for staffing were not fully considered to ensure effective supervision of children. As a result, we issued a notice of action to improve that requires the provider to:

improve the arrangements for staffing to ensure children are effectively supervised at all times.

implement a thorough and effective risk assessment that identifies risks to children and steps taken to reduce identified risks to ensure children's safety at all times.

The provider responded to the notice and cooperated throughout. Positive steps have been taken to review the procedure for staffing and supervision of children to ensure children are supervised more effectively. This includes changes to the way practice is monitored. Risk assessments have also been reviewed to ensure more robust arrangements are in place to identify and reduce risks to children to ensure their safety at all times.

The provider will be able to provide further information about this. We will continue to monitor the provider. 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](#).