

Complaint about childcare provision

EY452032/C291220

Date: 05/08/2016

Summary of complaint

On 27 July 2016, we received a complaint that raised concerns about the safety of children in the setting. On 28 July 2016 we received a notification from an outside agency about the same issues.

In addition, concerns were raised that related to suitable people, training, support and skills and staff ratios. We needed to investigate that the Early Years Foundation Stage safeguarding and welfare requirements were being met. In particular, the requirements that relate to; Safety, Child Supervision, Premises, Staff Suitability and Risk Assessment.

We carried out an unannounced visit to the nursery and spoke to the provider. We found a number of safety issues that posed a risk to children. Following the incident, the provider took immediate steps to ensure some potential risks to children's safety were minimised. However, risk assessments were not fully effective in minimising hazards in the outdoor environment. Some building materials and rubbish had been stored in areas accessible to children in the outdoor play area.

Following our visit we issued a notice of action to improve, which required the provider to;

ensure that the premises and resources are fit for purpose and comply with requirements of health and safety legislation.

The provider has now taken further steps to minimise and remove the risks. We are satisfied with the action they have taken and no further action is required.

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