

Complaint about childcare provision

EY348914/C284136

Date: 18/08/2016

Summary of complaint

On 10 May 2016 we received a notification from the provider informing us that a significant event had occurred where a few children were left unsupervised by staff in the secure outdoor play area for a short time. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider. We need to check whether the provider is meeting the safeguarding and welfare requirements relating to child supervision, staff deployment, risk assessment and training, support and skills.

Following the notification we contacted the provider to discuss this concern. We found that children were not adequately supervised for a short time and that staff deployment was not effective when staff were changing shifts. On 26 July 2016 we contacted the manager to discuss the action they have taken following this incident. We found that staff have reviewed their practice and completed refresher training on the procedures for tracking children when they move between group rooms or the outside play area. The manager has changed the systems of staff deployment so that there are less changes of staff during the day to promote consistency of care. We are satisfied with the action taken by 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 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