

Complaint about childcare provision

EY485375/C294293

Date: 15/09/2016

Summary of complaint

On 8 September 2016 we received a complaint that raised concerns about staff deployment, supervision of children and safety. The provider also notified us of the incident that was the subject of the complaint. This means the provider met her legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. We looked into these concerns to see whether the provider was meeting the regulatory requirements for safeguarding and promoting children's welfare. In particular, these include requirements that state:

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

At least one person who has a current paediatric first aid certificate must be on the premises and available at all times when children are present, and must accompany children on outings.

Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

We carried out an unannounced visit and found that the setting had reviewed their risk assessment and taken some steps to minimise hazards in the garden. However, insufficient numbers of staff are deployed in the outdoor areas to enable them to adequately supervise the children. As a result, children have sustained injuries due to accidents that have occurred when they have been playing, unobserved by staff. Staff are all trained in paediatric first aid and take appropriate action in the event of injuries.

Following our investigation, we sent the provider a notice to improve that asked her to:
make sure staff are deployed effectively so that they can adequately

supervise children to ensure they are kept safe, particularly in the outdoor areas.

The provider sent a written response, detailing the actions that have been taken to address supervision of children at all times. Risk assessments have been reviewed and updated and new procedures shared with all staff. We are satisfied with the actions taken. 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