

Complaint about childcare provision

316446/C295923

Date: 25/10/2016

Summary of complaint

On 27 September 2016 Ofsted received an anonymous a concern that there had been an incident regarding a child being left unsupervised in the outdoor play area. There were also concerns regarding how staff are recruited and the induction process. The provider also notified Ofsted of the incident on 30 September 2016.

Relevant requirements: Safeguarding practice. Safeguarding Policy. General Suitability matters. Qualifications. Training, Support and Skills. Key persons. Ratios. Child Supervision. Staff deployment. Safety. Premises. Risk assessment. Information for parents and carers. Information about the provider. Changes that must be notified to Ofsted

We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We visited the provision unannounced on 19 October 2016, it was established that an incident had occurred and a child had accessed the outdoor play area unsupervised. Risk assessments are in place and children are supervised at all times.

It was found that the provider has taken prompt and effective action to ensure children do not access the outdoor play area unsupervised. It was also identified that the setting has robust recruitment procedures in place.

Ofsted did not need to take any further action and the provider remains suitable to be registered.

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