

Complaint about childcare provision

EY313689/C297837

Date: 22/10/2016

Summary of complaint

On 16 September 2016 we received a complaint that raised concerns about the supervision of children and deployment of staff; risk assessments; first aid; procedures for dealing with accidents and sharing information with parents. We needed to check that the Early Years Foundation Stage safeguarding and welfare requirements were being met; in particular, the requirements that relate to staff to child ratios; risk assessment; accident or injury and information for parents and carers. On 17 October 2016 we carried out an unannounced visit to the provider. We found that the provider was meeting the requirements in relation to first aid and accident and injury. We found that the provider had reviewed the risk assessment following a recent incident in relation to an accident that had occurred in the adventure playground. However, as part of our visit we found that systems to conduct investigations into concerns were not rigorous enough and information was not shared effectively with parents when they requested this. We also found that supervision of children outside was not effective; staff were not clear of their roles and expectations in this area and systems to monitor practice were insufficiently robust. Following our visit we sent the provider a notice to improve that asked them to improve the deployment of staff and the supervision of children outside, with particular regard to the adventure playground area; to improve the procedures for dealing with complaints and concerns from parents and to improve arrangements to share information with parents when requested to do so. The notice also asked the provider to improve arrangements for the induction and supervision of staff to ensure that all staff, including those employed from an outside agency, have a secure understanding of their roles and responsibilities, as well as the policies and procedures, and what is expected of them within the group. The provider was also asked to improve procedures to monitor practice, particularly following an internal investigation into concerns raised, and identify any specific support needed or training needs for staff in order to improve the

quality of practice throughout the provision. We are satisfied with the action the provider has 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