

## **Complaint about childcare provision**

EY236111/C315859

**Date:** 02/08/2017

### **Summary of complaint**

On 25 May 2017 we received a complaint that raised concerns that a child had escaped from the setting. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Staff:child ratios'. In particular that; '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'.

'Risk assessment'. In particular that; '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'

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises on 31 May 2017. We found that an incident had occurred where a child had made their way, unnoticed, into the adjoining school hall, which is not part of the provisions premises. We found that staff did not realise the child was missing until they were returned. We also found that on the day of the incident children were not being cared for by sufficiently qualified staff. Therefore, staffing arrangements did not meet the needs of all children and ensure their safety.

Although not part of the original complaint, we found that staff working in the pre-school room were not providing an appropriate range of purposeful play opportunities for the children.

Following our investigation, we issued a welfare requirement notice and a notice of action to improve which requires the provider to:

ensure that children are adequately supervised and staffing arrangements meet the needs of children at all times

carry out effective risk assessments to ensure children are not exposed to potential hazards. This is in particular reference to the outdoor play area used by the pre-school children

plan and ensure challenging and enjoyable experiences for each child through planned, purposeful play and through a mix of adult-led and child-initiated activities.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

On 30 June 2017 we conducted an unannounced visit to monitor the progress of the provider. We found that revised risk assessments have been implemented to ensure children are adequately supervised and not exposed to risks of harm. Additionally, staff arrangements and the experiences provided for children have improved.

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)