

Complaint about childcare provision

119764/C320788

Date: 10/08/2017

Summary of complaint

On 17 July 2017, we received a complaint that raised concerns about children's safety and welfare. At an unannounced inspection we looked into these concerns to see whether the setting was meeting the safeguarding and welfare requirements; in particular, the requirements relating to ratios, child supervision, staff deployment, changes that must be notified to Ofsted, and accident or injury. During the inspection, we found there were sufficient numbers of staff working at the setting to meet the adult-to-child ratios consistently. We found that the management had looked closely at Ofsted guidance to see whether a child's accident met the threshold for notification to Ofsted. The child was not hospitalised for 24 hours or more and therefore notification was not required. However, during the inspection we found that staff in the pre-school were not sufficiently deployed and adequately supervising children to ensure their safety in the garden, for example, near the slopes when children were using wheeled toys. In addition, we found that staff were not accurately recording all child accidents. Following our inspection, we set actions that asked them to: ensure staff deployment is effective and that children are well supervised, particularly outside, to fully promote their safety; and ensure all accidents and incidents are recorded accurately. 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