

Complaint about childcare provision

EY152150/C323893

Date: 26/09/2017

Summary of complaint

On 21 August 2017, we received a complaint that raised concerns that children were not adequately supervised during some activities and that risk assessment of the outdoor play area was not robustly completed.

We needed to investigate this concern to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to 'Staff:child ratios' and 'Risk assessment'.

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 setting and found that sufficient staff are employed to meet the required ratios. An internal issue relating to staff deployment had been identified by the provider and suitable action taken. However, the risk assessment for outdoors did not identify some specific issues relating to the setting.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure risk assessments identify aspects of the environment that need to be checked on a regular basis. This particularly refers to specific issues as identified by the individual nursery.

We received a suitable response from the provider to the above action.

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