

## **Complaint about childcare provision**

EY236111/C327063

**Date:** 01/11/2017

### **Summary of complaint**

On 27 September 2017, we carried out an inspection which judged the overall effectiveness of the nursery as inadequate and did not meet the needs of the children who attend.

We found that staff failed to carry out required safety procedures to protect children when they play outside. The deployment of staff and supervision of children was ineffective. As a result, a child was left outside alone in the play area for a short period of time and therefore placed at risk of significant harm.

Following the inspection we issued a welfare requirement notice that required the provider to:

ensure that children are adequately supervised at all times and that staff deployment is appropriate to meet children's needs

take all reasonable steps to ensure that children are not exposed to risks and that safety procedures are followed consistently

implement effective arrangements for supervision of staff, that provide support, coaching and training, to improve staff practice and promote the interests of children.

We also issued notice to improve that required the provider to;

implement arrangements to accurately assess children's abilities and ongoing progress, and use this information to plan suitably challenging activities for each child

ensure that parents are kept up to date with accurate information about their children's progress and development

improve the daily routine to better support young children's needs at the beginning of the day.

We carried out a monitoring visit to the setting to check that the provider was complying with the actions set in the welfare requirement notice. At the visit we found that the provider had taken steps to support staff to understand their roles and responsibilities when children play outside. We also found that revised risk assessments have been implemented to ensure children are adequately supervised and not exposed to risks of harm. The deployment of staff has now improved and measures, such as frequent head counts are implemented when children move between the indoor and outdoor areas. We also found that the manager implemented immediate arrangements for the supervision of staff following the inspection. However, procedures need time to embed in order to have a greater impact on the provision. We will continue to monitor this at the next inspection

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)