

Complaint about childcare provision

Ref: EY552668/4277758

Date: 15 August 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 July 2019, we received concerns that this provider was not meeting some of these requirements. Ofsted contacted the setting and were informed that a full investigation was taking place by the provider. This was to investigate concerns into how a child was left out of sight and hearing of staff for a short period of time.

On 14 August 2019, we conducted an unannounced visit to the setting. We found the provider had thoroughly investigated the concerns. They acknowledged there had been a failure by staff to ensure that all areas of the room were checked prior to taking children to the garden. This resulted in a child being left alone in the room. The provider has put in place further procedures to help ensure that transitions for children when they go to the garden are more robust to help ensure this does not happen again.

During the visit we observed breaches to requirements that linked to the safe supervision of children and we observed risks in the garden. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below:

ensure staffing arrangements meet the needs of all children and ensure their safety. For children aged two there must be at least one member of staff for every four children

ensure that all reasonable steps are taken to ensure children are not exposed to risks, this specifically refers to the garden where children potentially can access old and broken equipment which is hazardous.

We set a completion date of 13 September 2019 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response from the provider to demonstrate that requirements are now met.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).