

Complaint about childcare provision

EY314402/ C152877

Date Published: 23/09/2011

Summary of complaint

On 18 July we received a complaint that raised concerns about adult to child ratios not being met and the general supervision, security and safety of children on the premises. We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to safeguarding and promoting children's welfare. In particular, these include a requirement that states that the premises indoors and outside must be safe and secure. In addition, we needed to investigate whether the provider was meeting Early Years Foundation Stage welfare requirements relating to 'suitable persons'. In particular these include a requirement that states that providers must meet the requirements for adult to child ratios as set out in Appendix 2 of the Early Years Foundation Stage Statutory Framework.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We made an unannounced visit to the setting and found that staffing ratios were being met on the premises and suitable records were in place to confirm this. However, the deployment of staff is not always effectively planned particularly when children are accessing the outdoor play areas. Staff are not always aware of each other's whereabouts and responsibilities, potentially placing children at risk. Whilst records and systems are in place to conduct risk assessments indoors and outside, staff are not rigorous in their visual checks of the outdoor play area. On the day of the visit, the inspector pointed out a number of potential hazards in the play area including fallen fruits from a tree, a stray bolt from the wooden climbing apparatus and some discarded toys and equipment lodged behind a shed and the playhouse. In addition the inspector also discovered the incomplete fencing to one side of the garden and the height of the wooden decking around the shed with a drop to concrete slabs. All such hazards have the

potential to compromise children's safety particularly as staff were not aware of the issues and informed the inspector that they had completed a garden risk assessment record before the children went out to play.

Following the inspection we issued a notice of action to improve that asks the provider to:

- ensure that the premises are safe and secure, that children cannot leave the premises unsupervised and that intruders are prevented from entering the premises(The Early Years Foundation Stage General Welfare requirements - safeguarding and promoting children's welfare (also applies to both parts of the Childcare Register)
- ensure that adults looking after children have appropriate qualifications, training, skills and knowledge with regard to having a clear understanding of their roles and responsibilities in health and safety issues (The Early Years Foundation Stage General Welfare requirements - Suitable people)
- ensure staffing arrangements are organised to ensure safety and meet the needs of the children. This refers to the deployment of staff within the setting (The Early Years Foundation Stage General Welfare requirements - Suitable people)
- ensure that outdoor and indoor spaces, furniture, equipment and toys are safe and suitable for their purpose(The Early Years Foundation Stage General Welfare requirements - Suitable premises, environment and equipment) (also applies to both parts of the Childcare Register)
- ensure that hazards to children are kept to a minimum. This refers to hazards identified in the outdoor area (Suitable premises, environment and equipment) (also applies to both parts of the Childcare Register)
- ensure that the risk assessments cover anything a child may come into contact with (The Early Years Foundation Stage General Welfare requirements-Suitable premises, environment and equipment; also applies to both parts of the Childcare Register)

The provider has now demonstrated how they meet these actions.

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 (Reference no. 080120)