

Complaint about childcare provision

EY423134/C224245

Date: 24/01/2015

Summary of complaint

On 1 September 2014, we received a complaint that raised concerns about risk assessments not being effectively completed, children not being appropriately supervised and staff to child ratios not being consistently met. During an unannounced visit we looked into the information received to see whether the provider was meeting the safeguarding and welfare requirements, in particular, the requirements regarding risk assessment, outings, and staff: child ratios.

It was identified that the staffing ratios were being met and children were being appropriately supervised in each of the group rooms. Risk assessment are completed, however these are not always fully effective as they have not included all significant risks that children may be exposed to whilst on outings.

Although it was not part of the original concern, we also identified that the provider had failed to notify us of a change to the person managing the setting. This is an offence under the Childcare Act 2006/Early Years Foundation Stage regulations. We issued the provider with a warning letter which we may take into account if they commit an offence again when making a decision on whether to prosecute.

Following our visit, we also sent the provider a notice to improve that asked them to:

*improve the arrangements for assessing and managing all potential risks to children particularly whilst on outings.

The provider has since confirmed that the action has been 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 (Reference no. 080120)