

Complaint about childcare provision

309853/C283526

Date: 17/05/2016

Summary of complaint

On 5 May 2016 we received concerns from a parent regarding a child who sustained an injury due to falling out of a cot. (Child supervision, Staff deployment, Accident or injury, Risk Assessment, Information for parents and carers.)

We carried out an investigation visit and found the provider to be meeting EYFS requirements in relation to Child supervision, Staff deployment, Accident or injury, Risk Assessment, Information for parents and carers. This is because although the accident did occur at the setting, following the accident the provider took appropriate action by involving the health and safety department within the college to conduct an internal investigation into the accident to highlight any lessons to be learned. The provider also revised the procedure when children are sleeping, revised risk assessments within the setting and spoke to all staff about the accident to discuss how practice is to be improved.

Although it was not part of the original concern we found the provider was not meeting EYFS requirements in relation to records, specifically the register of attendance. This is because the record of both children and staff's attendance did not accurately reflect the actual numbers of children and staff present on any one day.

Therefore, following the visit we issued a notice to improve which asked the provider to;

ensure that an accurate daily record of the names of the children being cared for on the premises is maintained.

The provider has satisfactorily met the action raised.

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