

## **Complaint about childcare provision**

EY343093/C281022

**Date:** 19/07/2016

### **Summary of complaint**

On 12 February 2016, the provider notified us of unexplained injuries that had occurred to a child. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any serious accident to any child while in their care, and of the action taken. On 5 April 2016 we received an additional complaint relating to the same matter. We liaised with other agencies and carried out an unannounced visit on 24 June 2016 to check compliance with the safeguarding and welfare requirements. In particular, the requirements relating to Accident or injury, Child protection, Suitable people, Staff: child ratios, Risk assessment and Safety.

At the time of the visit, children were being well supervised by staff to support their needs and the premises were seen to be safe and suitable for children to use. There are appropriate procedures in place to demonstrate that staff working with children are suitable to do so.

It was identified that as a result of the incident, the provider had taken a number of measures to minimise the risk of the event re-occurring . This included reviewing risk assessments and re-organising equipment and resources in the children's play rooms to promote children's safety. Additionally, staff have undertaken further training relating to safeguarding, health and safety , manual handling for babies and behaviour management.

We are satisfied with the action taken by the provider in relation to the concerns and therefore no action was identified for Ofsted to take. 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)