

Complaint about childcare provision

EY359944/C284846

Date: 16/06/2016

Summary of complaint

On 19 May 2016, we received a complaint that raised concerns about staffing ratios, qualification requirements, a lack of staff with first aid training and care practices for children. We liaised with other agencies and carried out an unannounced visit to check compliance with the safeguarding and welfare requirements. In particular, the requirements relating to Staff: child ratios, Staff qualifications, training, support and skills, Health and Special educational needs.

During the visit it was identified that the staffing ratios and qualification requirements were being met. Some staff have received appropriate first aid training, however attendance records show that there has not always been one person with appropriate first aid training on site at all times. Staff work with other agencies to support children who have additional needs, however the care plans produced for children do not include appropriate information to ensure their safety and welfare.

Following our visit we served a welfare requirements notice on the provider that required them to:

- ensure there are sufficient members of staff with paediatric first aid training available on the premises and on outings at all times.

We also issued a notice to improve which required the provider to:

- ensure procedures for staff to care for children's individual needs support children's safety and welfare.

We carried out an unannounced monitoring visit on 27 June 2016 where it

was assessed that the provider had taken appropriate action to meet the notices. 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