

Complaint about childcare provision

EY461584/C290096

Date: 22/09/2016

Summary of complaint

On 15 July 2016, we received a notification from the provider informing us of a significant event. This raised concerns about; how allergies are managed within the setting, the arrangement for supervision for staff, first aid, key worker systems, the supervision of children, risk assessment and information held about children.

We carried out a telephone investigation and spoke to the provider. This call was to establish if the provider was meeting the requirements of the Statutory Framework for the Early Years and Foundation Stage with particular regard to; food and drink, training, support and skills, first aid, key persons, child supervision, risk assessment and information about the child.

We discussed the concerns with the provider and found that risk assessment was not robust and the procedures for responding to children's health needs were weak. Although not directly linked to the original concerns, we found that the requirement relating to having sufficient numbers of qualified staff working directly with the children was not met.

We also found that processes for monitoring suitability of staff were not robust with particular regard to monitoring medical suitability and disqualification by association.

On 15 August 2016, we carried out an announced visit to the setting. We discussed the concerns with the provider and found that the management of risk assessment was not robust and supervision arrangements for staff were weak. We did not have concerns relating to food and drink, key persons, child supervision and information about the child.

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

ensure that appropriate arrangements are in place to manage risk to children with particular regard to monitoring arrangements and reviewing practice;

strengthen arrangements for supervision of staff. Ensure supervision is regular and provides support, coaching and training for practitioners and promotes continuous improvement;

put effective processes in place to ensure that practitioners and any other person who is likely to have regular contact with children are suitable; with particular regard to monitoring medical suitability and disqualification by association.

We are satisfied with the action taken by the provider and we shall be taking no further action. 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