

Complaint about childcare provision

EY500160/C301895

Date: 20/12/2016

Summary of complaint

On Tuesday 6 December 2016, we received a notification from the provider about an incident. This relates to how the setting risk assesses food and first aid treatment.

We looked into these concerns to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements with particular regards to: food and drink, training, support and skills, accident or injury, risk assessment, changes that must be notified to Ofsted, safeguarding policy and practice and suitable people. We also followed up on previous notifications made by the provider on 7 June 2016 and 15 June 2016.

On Friday 9 December 2016, we carried out an unannounced visit to the setting. We talked to the provider and manager, observed practice and we sampled some documentation relating to the safe management of the setting. At the visit, we found that general risk assessments were not robust in identifying all risks to children. Although not directly linked to the original concerns, we found that the provider had identified weaknesses in how accidents and injuries were recorded. The provider has taken appropriate action to strengthen accident and injury reporting procedures. We found that the provider has thorough procedures in place in assessing suitability of staff. We found that safeguarding policies and procedures were effective in keeping children safe. We did not have any concerns relating to; food and drink, training, support and skills and changes that must be notified to Ofsted. Following the visit, we set the following action requiring the provider to:

Risk assessment 3.64

put effective systems in place to assess and manage risk to children with particular regard to; food and drink and first aid treatment.

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