

Complaint about childcare provision

EY242713/C301950

Date: 23/12/2016

Summary of complaint

On 7 December 2016, we received an complaint that raised concerns about an alleged safeguarding incident, child:staff ratios, children's individual needs not being met and the storage of confidential information. We investigated the information we received to see if the provider was meeting the early years foundation stage safeguarding and welfare requirements relating to 'ratios', 'child protection', 'information and records' and 'changes that must be notified to Ofsted'. We liaised with outside agencies and completed an unannounced visit to the setting. We found that the provider understood the correct procedures to follow if there were safeguarding concerns about a child or member of staff. Confidential information was appropriately stored. The provider was not maintaining records to show when all the staff were on site, working with the children. Therefore, there was no evidence available to indicate that required ratios were being adhered to. Although it was not part of the original concern we found that there was no member of staff on site with a current paediatric first aid qualification. This failure to ensure that required staff training was up to date, placed children's well-being at risk. The premises were not clean and fit for purpose, as there were hazards accessible to children. Children's daily hours of attendance were not always being recorded. As a result, there was no accurate record available of when children were being cared for by the provider. Some required records, namely records of staff's qualifications and the training they had completed were not available for scrutiny. Following our investigation, we issued the provider with a welfare requirements notice that required them to:

- . ensure at least one person who has a current paediatric first aid certificate is on the premises and available at all times when children are present and must accompany children on outings
- . ensure that the premises, including the overall floor space and outdoor spaces, are clean, safe, fit for purpose and suitable for the age of children cared for and the activities provided on the premises

- . ensure the daily register of children being cared for on the premises is up to date and includes a record of the staff caring for them
- . make sure that records that are required to enable the safe and efficient management of the setting, and to help ensure the needs are of all children are met, with particular reference to evidence of staff training and qualifications, are always available and accessible for inspection.

On 10 January 2017, we completed an unannounced visit to the setting. The premises were suitable for children to use. The attendance of children and those staff caring for them was being recorded. There was a member of staff on site with a current paediatric first aid qualification. Legally required documentation was available for inspection. We are satisfied with the action the provider has taken and that no further action is required. 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