

Complaint about childcare provision

EY444564/C298797

Date: 22/11/2016

Summary of complaint

On 31 October 2016, we received a notification from the provider about an historical safeguarding incident.

This means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relation go 'suitable people'. In particular, to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

On 14 November 2016 we carried out an unannounced visit to the provider to discuss the incident and consider the detailed information that they provided. As a result of our visit we found that the provider had not met the requirements 'Child protection'. In particular providers must; 'implement a policy, and procedures, to safeguard children. These procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff.' While this requirement was not met at the time, the provider has taken appropriate action to ensure this requirement is met in the future.

During the visit we found the provider did not meet the requirement for 'Risk assessment'. In particular providers must; 'ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks'. Furthermore, during the visit, we found that the provider did not meet the requirement 'Information about the provider'. In particular providers must; 'keep a daily record of the names of the children being cared for on the premises, their hours of attendance'.

As a result of our visit, we issued a notice of action to improve which requires

the provider to

Accurately record the names of children attending the nursery and their hours of attendance.

Ensure that all steps are taken so that children are not exposed to risks and demonstrate how this risks are being managed, with particular reference to online safety.

On 16 January 2017, we conducted an unannounced visit to monitor the actions. We found that the provider had taken appropriate action. A new system was in place to ensure that the daily record of children was accurate and that an internet safety policy had been reviewed. They also educated children about internet safety.

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