

Complaint about childcare provision

127761/C302306

Date: 10/01/2017

Summary of complaint

On 12 December 2016, we received a complaint which raised concerns about how staff manage children's behaviour and concerning the arrangements in place for accidents and injuries sustained by children at the setting.

We looked into this concern to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements. In particular, the requirements relating to child protection, behaviour management, key person and accidents and injuries.

We liaised with outside agencies and carried out an unannounced visit to the setting. We observed practice, looked at documentation and held discussions with managers. We found that the provider had not ensured that the safeguarding policies and procedures were in line with requirements or that the policies in place were understood or implemented at all times. We also found that information and records relating to accidents were not sufficiently detailed. We established that on one occasion the provider failed to notify Ofsted of an injury to a child while in their care, and of the action taken.

Following the visit we sent the provider a welfare requirements notice requiring them to;

ensure that the policy, and procedures, to safeguard children are implemented at all times and are in line with the guidance and procedures of the relevant Local Safeguarding Children Board , with particular regard to the action to be taken in the event of an allegation against a member of staff

ensure that the practitioner designated to take lead responsibility for safeguarding children has sufficient understanding to fulfil the role and provide support, advice and guidance to any other staff on an ongoing basis

ensure that the written record of accidents or injuries and first aid treatment provide an accurate record of circumstances and that injuries sustained are taken into consideration as part of risk assessments so that children are kept safe at all times

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We also sent the provider a warning letter for failing to notify Ofsted of an injury to a child while in their care, and of the action taken.

We conducted a further visit to assess the provider's compliance with the welfare requirements notice. We found that the provider had taken prompt and effective action. We observed practice, looked at documents and held discussions. Training had been planned, staff had attended meetings and policies had been updated.

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