

Complaint about childcare provision

EY385378/C309176

Date: 06/04/2017

Summary of complaint

On 9 March 2017 we received information that raised concerns about the provider's ability to safeguard children. This linked to a previous concern and notifications from the provider (2015 and 2016) related to similar safeguarding and welfare requirements. At an inspection we looked at the concerns to see whether the provider was meeting the Early Years Foundation Stage requirements relating to Safeguarding and Welfare; in particular that providers ensure staff keep a written record of accidents or injuries, the treatment given and inform parents on the same day or as soon as reasonably possible; that there are sufficient staff to supervise children, meet their needs and ensure their safety; that the provider takes all reasonable steps to ensure children and staff are not exposed to risks; and that complaints are managed appropriately. We found that the provider had failed to conduct robust risk assessments, that staff were unaware of potential hazards and where hazards were known they had not taken steps to quickly rectify these. There were sufficient staff to supervise children, however, they were not all vigilant about ensuring children's safety. We found that parents were informed about accidents and records were made; and the complaints process is followed appropriately. The manager did take some steps to remedy hazards that were brought to his attention by inspectors. Following our inspection, we sent the provider a welfare requirement notice that asked them to: take all reasonable steps to ensure staff and children are not exposed to risks, identify aspects of the environment that need to be checked on a regular basis and how the risks will be removed or minimised. In addition, we asked the provider to ensure all staff understand their responsibilities for safeguarding and the health and safety of children, provide ongoing support to ensure all staff have up to date knowledge and skills in relation to the setting's policies. 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