

Complaint about childcare provision

EY481475/C307352

Date: 07/07/2017

Summary of complaint

On 16 February 2017, we received a complaint regarding a safeguarding issue. We needed to check to make sure the provider was meeting the early years safeguarding and welfare requirements. In particular, the requirements that relate to safeguarding, staff deployment, child supervision, accident or injury, premises and risk assessment.

We had already conducted an unannounced visit to the setting on the 6 February following a notification from the provider. We reviewed the policies and procedures in place, observed practice and held discussions with the manager. We found weaknesses regarding the provider's initial response to the significant event, as safeguarding procedures were not followed in a timely way. The provider had already identified this weakness and had taken action to ensure this requirement is met. We also found risk assessments were not being routinely conducted and roles and responsibilities of staff members in relation to assessing risk were not clear.

Following our visit, we sent the provider a notice to improve that asks them to:

improve the rigour for assessing risks to ensure they are conducted routinely so that potential hazards can be identified and risk to children minimised.

ensure that staff responsible for conducting risk assessments have a clear understanding of their role and responsibilities

The provider took appropriate action to ensure that requirements were met.

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