

Complaint about childcare provision

EY397851/C318445

Date: 06/07/2017

Summary of complaint

On Friday 23 June 2017, we received a notification from the provider about an incident. We also received a complaint relating to the incident. This relates to how the setting risk assesses food and meets the health requirements of children.

We looked into these concerns to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements with particular regards to: medicine, first aid, key persons, food and drink, risk assessment, information about the child and training, support and skills

We also followed up on previous notifications made by the provider on 30 March 2017.

On Wednesday 28 June 2017, we carried out an unannounced visit to the setting. We talked to members of the management team and staff, observed practice and we sampled some documentation relating to the safe management of the setting. At the visit, we found that induction processes were not robust in ensuring that staff have the required knowledge and understanding of procedures to fulfil additional roles. We found that risk assessment and first aid procedures were thorough and appropriate. We did not have any concerns relating to: medicine, first aid, food and drink and information about the child. Following the visit, we set the following action requiring the provider to:

strengthen staff induction processes to ensure staff have sufficient knowledge and understanding of policies and procedures when changing roles.

We are satisfied with the action taken by the provider and we shall be taking no further action. 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