

Complaint about childcare provision

123187/C291500

Date: 26/07/2017

Summary of complaint

In March 2017 we received two notifications from the provider. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider.

In the first notification the provider informed us about a child receiving an injury in the setting. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to: accident or injury, child supervision, staff deployment and risk Assessment. In the second notification the provider informed us about a concern relating to the supervision of a visitor. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to: premises, safeguarding practice, staff training, support and skills and risk assessment.

On 6 March 2017 we conducted an unannounced visit to the nursery. We discussed the circumstances relating to a child receiving an injury and the action taken by the provider to minimise the risks to children. We found no evidence to suggest that the accident and injury procedures are not implemented appropriately. We found no concerns relating to staff deployment. We found that staff have reviewed their risk assessments relating to child supervision when children are using the stairs. Staff now assess how confident children are when using the stairs so that younger or less confident children are now directly supervised by staff at all times to promote their safety. During the visit we also discussed concerns relating to the supervision of a visitor. We found that staff took prompt action to ensure the visitor did not gain unsupervised access to any areas used by children. We also found that staff have reviewed their security procedures to ensure

visitors are supervised at all times while on the premises. Ofsted will take no further action at this time. 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