

Complaint about childcare provision

251763/C321303

Date: 15/08/2017

Summary of complaint

On, 20 July 2017 we received a notification from an outside agency that raised concerns about the provider's response to an accident.

On 27 July 2017, we received a notification from the provider regarding the accident.

This means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements relation go 'suitable people'. In particular, to notify Ofsted particulars of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or who is in regular contact with children.

We needed to investigate this concern to see whether the setting was meeting the early years foundation stage welfare requirements relating to;

'Staff:child ratios'. In particular;
Staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

Accident or injury

Providers must keep a written record of accidents or injuries and first aid treatment. Providers must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given.

Safety

Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared

for and the activities provided on the premises.

Risk assessment

Providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

'Complaints'. In particular;

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements.

'Changes that must be notified to Ofsted' In particular;

All registered early years providers must notify Ofsted or the childminder agency with which they are registered of:

- any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children;

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

On 27 July 2017 we carried out an unannounced visit to the premises and found that an accident had occurred where the manager and staff had not responded appropriately to protect children. However, at the time of the visit the provider had taken all appropriate action to ensure that risks assessments that linked to the accident were reviewed, including conducting an internal investigation into how it occurred and what can be done to prevent it

reoccurring, all staff had undergone retraining and they were able to explain how they would now respond to the incident appropriately. As a result, the provider was meeting the early years foundation stage welfare requirements at the time of the visit.

Following our investigation, no further action will be taken.

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