

Complaint about childcare provision

EY486974/C328406

Date: 21/10/2017

Summary of complaint

On 10 October 2017, we received a complaint that raised concerns about how children are safeguarded and supervised. We needed to look into the complaint to check the provider was meeting the requirements of the early years foundation stage. In particular, the requirements relating to: safety; child supervision; premises; risk assessment and changes that must be notified to Ofsted.

On 19 October 2017, we carried out an unannounced visit to the setting. We found that a child had gone missing for a short period of time. Staff have failed to assess risks to children adequately to protect them from hazards in the environment. They did not follow their own missing child policy. They had not reviewed their practice thoroughly since the child went missing to make sure they are taking all necessary steps to safeguard children's welfare. They failed to notify Ofsted about the significant event, which is a requirement of registration. On this occasion, we have issued the provider with a warning letter.

Although not related to the original concerns, we found that not all accident and incident records are adequately maintained, staff do not find out all relevant information about a child to meet their needs and policies do not reflect the setting's practices. Staff records were not all available for inspection.

Following our visit, we served the provider with a welfare requirements notice that required them to:
ensure that an accurate written record of accidents/incidents or injuries, the first-aid treatment given, and subsequent action taken is kept;

ensure that all reasonable steps are taken to prevent children being exposed to risks, and to prevent them going missing, and demonstrate how these risks

are being managed;

ensure that all policies and procedures reflect the setting, are clearly understood and adhered to by staff;

ensure that all required records, including staff records are easily accessible and available for inspection;

ensure that all relevant information about a child is obtained to help staff meet each child's specific needs.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We monitored these WRN's and found the management have taken the appropriate action and there is no further action to take. 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