

Complaint about childcare provision

EY477574/C344282

Date: 29/05/2018

Summary of complaint

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. In April 2018 we received four separate concerns that the provider was not meeting some of these requirements. Those concerns relate to accident and injury. One of those concerns link to a notification from the provider of a serious injury that occurred in November 2017. We conducted an unannounced visit. We identified the provider failed to notify the local child protection agency and Ofsted of a recent serious accident, and to notify Ofsted of a change to the manager of the provision. We also found the provider was not meeting a number of the legal requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. We have also issued a notice to improve to address the requirements of the Childcare Register. The provider will be able to give you more information about this.

Action needed:

ensure that at least one person who has a current paediatric first aid (PFA) certificate must be on the premises; take into account of the number of children, staff and layout of the premises to ensure that a paediatric first aider is able to respond to emergencies quickly, by 18 May 2018.

display staff's paediatric first-aid certificates (or make available to parents) a list of staff who have a current paediatric first aid certificate, by 18 May 2018.

ensure that children are adequately supervised and deploy staff to meet their

needs and ensure their safety, by 18 May 2018.

ensure that all staff have a robust induction, to help them have a clear understanding of their roles and responsibilities; this should include emergency evacuation, safeguarding, child protection and health and safety issues, by 18 May 2018.

take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are managed; specifically with regard to the outdoor areas used by the children, the security of the premises and the deployment of staff, by 18 May 2018.

maintain a detailed record of any accident that occurs, what action was taken and any first aid treatment given, by 18 May 2018.

improve serious accident and injury procedures so that the appropriate agencies are notified within the specified timescales, by 18 May 2018.

ensure that all required documentation is easily accessible and available for inspection, by 18 May 2018.

review the organisation of the routine and the activities provided to ensure they challenge and engage children of all ages, by 18 May 2018.

ensure that children receiving childcare are kept safe from harm, by 18 May 2018.

ensure the premises and equipment used for the purposes of the childcare are safe and suitable for that childcare, by 18 May 2018.

take all necessary measures to minimise any risks to the health or safety of the children, by 18 May 2018.

We completed a further visit where we found the provider had taken sufficient action in order to meet the legal requirements.

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