

Complaint about childcare provision

EY449377/C303834

Date: 18/01/2017

Summary of complaint

On 6 January 2017, we received a complaint, which included concerns over; the safety of the premises and the accuracy of accident records.

We looked into these concerns to see whether the provider was meeting the Statutory Framework for the Early Years Foundation Stage requirements with a particular regard to; child supervision, food and drink, accident or injury, safety, risk assessment and information for parents and carers.

On 10 January 2017, we carried out an unannounced visit. We talked to the provider, manager and staff, observed practice and we sampled some documentation relating to the safe management of the setting. At the visit, we found risk assessments were not effective in identifying and assessing potential risks to children. We found that procedures for recording accidents and sharing information with parents and carers were not robust. We found that some areas of the premises and practice did not meet the safety requirements. We found that the provider had identified weaknesses in how children were supervised. The provider has taken appropriate action to strengthen child supervision. We did not have any concerns relating to; information shared with parents and carers and food and drink. Following the visit, we set the following actions requiring the provider to:

put effective systems in place to assess and manage risk to children and review on a regular basis . Ensure risks identified are actioned within appropriate timescales;

review accident and injury records to ensure parents are informed of all accidents and information shared is accurate;

review health and safety processes to ensure the premises meets safety

requirements.

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