

Complaint about childcare provision

254609/C284416

Date: 23/07/2016

Summary of complaint

On 16 May 2016 we received a complaint which raised concerns that children were not being appropriately supervised at the setting; accidents and injuries were not being managed appropriately and that information about accidents and injuries was not being shared with parents. We also received a notification from the provider on 16 May 2016 which raised concerns about supervision of children.

We needed to investigate these concerns to see whether the provider was meeting the Early Years Foundation Stage welfare requirements relating to child supervision and accident or injury. In particular, these include requirements that state:

Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

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.

On 15 July 2016 we carried out an unannounced visit to the provider to look into these concerns.

We found that children were being supervised appropriately at all times. The provider was able to evidence how accidents and injuries were managed effectively and how information was shared with parents or carers about any accident or injury to their child which had occurred at the setting.

During the visit however, the provider needed to take action to review their risk assessment for the use of outdoor equipment for young children. The provider sought further guidance on the recommended minimum age requirements for the use of a large trampoline and has amended their risk assessment of this resource accordingly.

As a result we will be taking no further action and 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