

Complaint about childcare provision

EY408935/C308081

Date: 17/03/2017

Summary of complaint

On 28 February 2017, we received a complaint that raised concerns relating to food and drink, first aid, children's accidents, ratios, child supervision, safety of the premises and equipment, risk assessments, information for parents and carers, education programmes and assessments.

At an inspection, we looked into these concerns to see whether the provider was meeting the requirements to safeguard children and promote their welfare, and the learning and development requirements. In particular, the requirements relating to food and drink, first aid, accident or injury, ratios, child supervision, safety of the premises and equipment, risk assessments, information for parents and carers, education programmes and assessments.

We found that the provider has suitable arrangements to provide children with appropriate food and drink, and supplies relevant information to parents and carers. Staff conduct appropriate risk assessments to ensure the premises and equipment are safe and suitable for children. We also found that the provider meets the required adult-to-child ratios and staff supervise children appropriately at all times. There are enough staff who have a valid first-aid qualification to treat children's accidents and incidents appropriately. However, the provider has failed to ensure that there is at least one of these first-aid qualified staff available on the premises at all times. We found that there are appropriate educational programmes and assessments in place to ensure staff support children to learn and make good progress.

Following our inspection, we sent the provider a notice to improve that asked them to:

ensure that there is at least one person who has a current paediatric first-aid qualification available on the premises at all times when children are present. 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