

Complaint about childcare provision

EY488069/C317858

Date: 30/06/2017

Summary of complaint

On 14 June 2017, we received a complaint relating to an incident which raised concerns about the safety of the premises, supervision of children and assessment of risks to children. The provider also notified us of this incident on 14 June 2017. This notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken.

We do not investigate to prove or disprove a complaint. We looked into these concerns to see whether the provider was meeting the requirements of the early years foundation stage relating to 'safety', 'risk assessment', and 'staff: child ratios'. In particular the requirements that state: providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises; providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks; and, providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met.

We conducted an unannounced visit and found that following the incident, the provider had taken swift action to make the environment safer. The provider had already started to consider whether any disciplinary action may need to be taken against staff, and had provided staff with updated training to support them to revisit their responsibilities to assess potential risks and keep children safe.

We were satisfied with the actions the provider had taken. We were satisfied that appropriate numbers of staff were present to meet the legal ratios of

staff to children.

We found that although the provider had reported the recent incident to some other agencies, the incident had not yet been reported to the local child protection agencies.

Following our visit, we sent the provider a notice to improve that asked them to ensure that they notify local child protection agencies of any serious accident or injury to any child while in their care, and act on any advice from those agencies.

The provider responded to the notice to improve within agreed timescales. They told us that they had made contact with the appropriate local child protection agencies who were satisfied with the actions already taken by the provider in relation to this incident.

We were satisfied with this response.

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