

Complaint about childcare provision

EY348582/C317493

Date: 14/07/2017

Summary of complaint

On 16 June 2017, we received information that raised concerns about the providers' ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the early years foundation stage requirements relating to education programmes, general suitable people matters, ratios, child supervision, medicine, accident or injury, safety and risk assessment; in particular the requirements that the registered providers understand their responsibilities about the welfare requirements; they must ensure that all reasonable steps are taken to ensure children and staff are not exposed to risks; the provider must ensure that staff keep a written record of accidents or injuries; the provider must ensure the continued suitability of staff; the provider must ensure that staff are provided with appropriate handwashing facilities; and the maintenance of the premises, toys and equipment. At the inspection, it was found that although risk assessments are in place, the providers do not ensure that staff take action to remove or minimise identified health and safety hazards to protect children or that there are appropriate measures to monitor staff's continued suitability. We also found that supervision of children and ratios are implemented, accident records are maintained, and parents are informed of any accidents on the same day or as soon as reasonably practicable; staff have easy access to appropriate handwashing facilities; and the premises, toys and equipment are suitably maintained. The providers took steps to remedy hazards that were brought to their attention by the inspector. Following our inspection, we sent the provider a welfare requirement notice that asked them to; take all reasonable steps to ensure that children are not exposed to risks; improve the arrangements for staff supervision and staff development and ensure that staff have a clear understanding of their roles and responsibilities; implement observation, assessment and planning to help staff support children's good progress effectively; ensure that partnerships with parents promote a two-way sharing of information to inform staff

planning from the start and to help parents support children's learning at home. 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