

Complaint about childcare provision

EY298061/ C154809

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Summary of complaint

On 26 August 2011, we received a complaint that raised concerns that insufficient staff were present; that children were listening to inappropriate music; about parents not being notified of outings and about safety on outings; and about the security of the premises. We needed to investigate these concerns to see whether the setting was meeting the Early Years Foundation Stage (EYFS) welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular these include requirements that state providers must engage with, and provide information for parents, including the daily routines of the provision; that providers must ensure that the premises are secure and that children must be kept safe whilst on outings. In addition we needed to investigate whether the setting was meeting the EYFS welfare requirements relating to 'suitable people'. In particular these include a requirement that providers must meet the requirements for adult to child ratios. In addition we needed to investigate whether the setting was meeting the EYFS welfare requirements relating to 'organisation'. In particular these include requirements that state providers must have effective systems to ensure that the individual needs of all children are met; and that providers must plan and provide experiences which are appropriate to each child's stage of development as they progress towards the early learning goals.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the setting and found on the day of the visit that staffing arrangements were effectively organised to ensure safety and to meet the needs of the children. Examination of documents confirmed that the provider maintains the correct adult to child ratios. We also found that there was no evidence to suggest that children were listening to inappropriate music. Children are occupied with age

appropriate resources and activities during the session. We also found that the premises are secure and that intruders are unable to enter the premises when the children are present. Evidence was also found that children are kept safe on outings. Parental permission is obtained, children are safely escorted by staff when they cross the road and essential records and equipment are taken on outings. However, we did find that the written risk assessment for outings did not contain sufficient information to demonstrate how potential hazards to children are kept to a minimum and that an accidental injury to a child had not been recorded.

Although it was not part of the original complaint we found that the provider was not meeting the EYFS welfare requirement relating to 'documentation'. In particular, the requirement to maintain an accurate record of the hours of the children looked after on the premises. We also found that the provider was not meeting the EYFS welfare requirement relating to 'suitable people' in that Ofsted had not been notified of any change to the person who is managing the provision.

Following our investigation, we issued a notice to improve that asked the provider to:

- ensure the daily record of the names of the children looked after on the premises includes their hours of attendance (The Early Years Foundation Stage General Welfare Requirements - Documentation)
- ensure Ofsted is notified of any change to the person who is managing the early years provision (The Early Years Foundation Stage General Welfare Requirements - Suitable people)
- ensure a full risk assessment is carried out for each type of outing (The Early Years Foundation Stage General Welfare Requirements -Safeguarding and promoting children's welfare)
- ensure that a record is kept of all accidents involving injury to a child and of any first aid treatment given (The Early Years Foundation Stage General Welfare Requirements -Safeguarding and promoting children's welfare).

A satisfactory response to the notice has been received 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)