

## **Complaint about childcare provision**

140083/ C103516

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### **Summary of complaint**

On 26 January 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

Due to the nature of the concerns we liaised with external agencies. We carried out an announced visit and found that the provider was leaving minded children alone with an assistant who did not have a first aid certificate, that the provider had failed to notify Ofsted of adults living at the premises and that the provider did not have public liability insurance. We also found that the provider did not have all the required information about each minded child, that children's attendance records were not completed, that the provider's certificate of registration was not on display, that the provider had not completed risk assessments and that the provider did not have written complaints or safeguarding procedures.

We sent the provider a notice to improve that asked them to:

- ensure where assistants have sole care of minded children in the early years age range they have a current early years first aid certificate approved by the local authority and consistent with the guidance set out in the Practice Guidance for the Early Years Foundation Stage – The EYFS - Safeguarding and promoting children's welfare
- notify Ofsted of any persons living, working, or regularly visiting the childminding premises so that suitability checks can be completed - - Suitable people
- ensure that public liability insurance is in place for the provision - Suitable premises, environment and equipment
- ensure that a record is maintained of each child's full name, date of birth, name and address of every parent and carer, who the child normally lives with, emergency contact details of the parents and carers, and obtain

information relating to meeting each child's individual needs and all necessary written parental permissions before caring for children Documentation

- ensure a daily record of the names of the children looked after on the premises and their hours of attendance is maintained at all times

Documentation

- ensure the certificate of registration is displayed and show it to parents on request - Documentation
- ensure a record of the risk assessment clearly states when it was carried out, by whom, date of review and any action taken following a review or incident, specifically in relation to storage of items being removed from the property - Documentation
- ensure that parents have access to written policy documents informing them of the procedures for safeguarding/child protection, and for complaints - Childcare Register

The provider submitted written confirmation that they had met the actions required in the Notice to Improve.

We carried out an announced monitoring visit and found that the provider had not obtained written parental permission for children to take part in outings or for the provider to seek emergency medical advice or treatment, that the provider did not have public liability insurance, that risk assessments had not been carried out or written down, that children's attendance records were not fully completed and that the provider did not have written complaints or safeguarding procedures.

We sent the provider a notice to improve that asked them to:

- ensure the provider takes necessary steps to safeguard and promote the welfare of children, with particular regard to obtaining written parental permission for children to take part in outings → The EYFS General Welfare Requirements - Safeguarding and promoting children's welfare
- ensure written parental permission is requested, at the time of the child's admission to the provision, to the seeking of any necessary emergency medical advice or treatment in the future - The EYFS General Welfare Requirements - Safeguarding and promoting children's welfare
- ensure that public liability insurance is in place for the provision - The EYFS General Welfare Requirements - Suitable premises, environment and equipment
- ensure a record of any risk assessment clearly states when it was carried out, by whom, date of review and any action taken following a review or incident, specifically in relation to low level glass in the dining room, access to cleaning materials stored in the utility area, and the fixing of a smoke

alarm on the top floor of the property - The EYFS General Welfare Requirements – Documentation

- ensure a daily record of the names of the children looked after on the premises and their hours of attendance is maintained at all times - The EYFS General Welfare Requirements – Documentation
- ensure that parents have access to written policy documents informing them of the procedures for safeguarding/child protection, and for complaints - Childcare Register

The provider has submitted written confirmation that they have met the actions required in the Notice to Improve. This will be monitored at the next inspection. The provider remains registered.

### **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)