

Complaint about childcare provision

223225/ C107801

Date Published: 10/09/2009

Summary of complaint

On the 28 April 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit to the premises and found that registers of attendance for staff were not maintained appropriately, that staff deployment, particularly for the three to fives, was not maintained to best support the needs of the children, that risk assessments were not reviewed as required, that serious accidents were not reported to Ofsted or local child protection agencies, and that changes to management were not notified to Ofsted.

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

ensure that Ofsted are notified of any serious accident, illness or injury to, or death of, any child whilst in your care, and of the action taken in respect of this, within 14 days of the incident occurring and that that local child protection agencies are also notified and act on any advice given - the Early Years Foundation Stage General Welfare Requirement, Safeguarding and promoting children's welfare

ensure that staffing arrangements are organised to ensure safety and to meet the needs of the children and that the adult:child ratios meet the requirements as set out in Appendix 2 - the Early Years Foundation Stage General Welfare Requirement, Suitable people

demonstrate that adult:child ratios are maintained by putting appropriate systems in place to record the accurate arrival and departure of staff and there deployment in the setting - the Early Years Foundation Stage General

Welfare Requirement, Suitable people

ensure that the risk assessment identifies aspects of the environment that need to be checked on a regular basis, with particular reference to the serving of hot meals and accidents that occur to children, and take action to minimise these - the Early Years Foundation Stage General Welfare Requirement, Suitable people

ensure that Ofsted are notified of any change to the person who is managing the early years provision, within 14 days - - the Early Years Foundation Stage General Welfare Requirement, Suitable people

Actions were returned and completed successfully. 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)