

Complaint about childcare provision

127805/ C111596

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Summary of complaint

On 14 July 2009, we received information that raised concerns about the registration, which may impact on the care provided to children.

We made a safeguarding referral and carried out an unannounced visit to the premises. We found the provider's safeguarding and behaviour management policies require review and neither had been effectively implemented. As a result notifications are not appropriately made to the child protection agency. Parents are not informed on the same day a behavioural incident occurs. There is no risk assessment regarding the use of hot liquids and the potential risk from hot drinks is not minimised.

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

review the safeguarding policy to include notification to Ofsted and make sure the safeguarding policy and procedures are implemented by ensuring all members of staff understand them

inform the child protection agency without delay, of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises. Inform Ofsted of these allegations as soon as is reasonably practicable but at the least within 14 days of the allegations being made

review the behaviour management policy with regard to physical intervention and ensure it is adhered to by all members of staff

ensure that on any occasion where physical intervention is used to manage a child's behaviour, parents are informed on the same day.

Early Years Foundation Stage General Welfare Requirements – Safeguarding

take all reasonable steps to ensure that hazards to children – both indoors and outdoors - are kept to a minimum

review the risk assessment to include the use of hot liquids and review it regularly - at least once a year or more frequently if the need arises
Early Years Foundation Stage General Welfare Requirements – Suitable premises, environment and equipment

The provider took appropriate action and Ofsted received a satisfactory response to the notice of actions to improve. 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)