

Complaint about childcare provision

223502/ C124437

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Summary of complaint

On 17 March 2010, 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 procedures for conducting and recording risk assessments were not implemented effectively and there were some omissions in information obtained from parents.

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

- conduct a risk assessment and review it regularly – at least once a year or more frequently where the need arises: this is with particular reference to ensuring the inclusion of a comprehensive risk assessment of regular activities such as the Stay and Play facility - the Early Years Foundations Stage General Welfare Requirements - Suitable premises, environment and equipment
- improve the record of the risk assessment to include when it was carried out and the date of any reviews - the Early Years Foundations Stage General Welfare Requirements - Documentation
- obtain information from parents of all children about who has legal contact with the child and who has parental responsibility for the child - the Early Years Foundations Stage General Welfare Requirements - Safeguarding and promoting children's welfare
- ensure that the following information is recorded for each child: the name and address of every parent and carer who is known to the provider and which of these parents or carers the child normally lives with - the Early Years Foundations Stage General Welfare Requirements - Documentation

The provider successfully completed these actions. 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)