

## **Complaint about childcare provision**

130722/ C125799

**Date Published:** 10/05/2010

### **Summary of complaint**

On 12 April 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 and found that: a record of the children's hours of attendance is not kept; a piece of equipment was not securely constructed; children were not adequately supervised whilst using some of the outdoor equipment; a record of regular checks such as a daily risk assessment was not maintained; children were not always dealt with sensitively when they had a toileting accident.

We sent the provider a notice to improve that asked them to: keep a daily record of the names of the children looked after on the premises including their hours of attendance - The Early Years Foundation Stage General Welfare Requirements – Documentation; take all reasonable steps to ensure that hazards to children - both indoors and outdoors - are kept to a minimum - The Early Years Foundation Stage General Welfare Requirements – Premises, Environment and equipment; ensure that the risk assessment identifies aspects of the environment that need to be checked on a regular basis, maintain a record of these particular aspects and when and by whom they have been checked - The Early Years Foundation Stage General Welfare Requirements – Premises, environment and equipment; organise staffing arrangements to ensure safety and to meet the needs of the children - The Early Years Foundation Stage General Welfare Requirements – Suitable People; put effective systems in place to ensure that the individual needs of all children are met and have regard to the Statutory guidance which states that the key person should meet the needs of each child in their care and respond sensitively to their feelings, ideas and behaviour - The Early Years Foundation Stage General Welfare Requirements – Organisation.

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)