

## **Complaint about childcare provision**

EY347563/C290968

**Date:** 14/10/2016

### **Summary of complaint**

On 26 July 2016 we received a complaint that children are not appropriately supervised by staff at all times. We needed to investigate this concern to see whether the provider is meeting the Early Years Foundation Stage safeguarding and welfare requirements relating to child supervision, safeguarding practice, staff deployment, safety and risk assessment. We liaised with the provider and found that an incident had occurred when children from different clubs operating from the same premises had unintentionally swapped places for some activities unknown to staff. This is a breach of requirements relating to child supervision, safeguarding practice, safety and risk assessment.

On 11 August 2016 we conducted an unannounced visit to the setting. We found that the provider has taken action as a result of the incident. The provider has reviewed and updated their systems for parents to enrol children's attendance to the club. They also reviewed their risk assessments regarding the clubs reception desk and made changes to ensure the areas used by the club are more clearly defined. We also found that the provider is completing an internal review and providing staff training. During the visit we found that child supervision, staff deployment and safeguarding practice were appropriate to ensure children's needs are met.

We are satisfied with the action taken by the provider to minimise the risks of any similar incidents occurring in the future. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)