

## **Complaint about childcare provision**

EY468399/C310574

**Date:** 10/05/2017

### **Summary of complaint**

On 23 March 2017, we received a complaint that raised concerns relating to safeguarding practice, staff's qualifications, training, support and skills, first aid, accident or injury, children's supervision, premises and safety, risk assessments, information and records matters, information for parents and carers, and changes that must be notified to Ofsted.

At an inspection, we looked into these concerns to see whether the provider was meeting the requirements to promote children's welfare. In particular, the requirements relating to safeguarding practice; staff's qualifications; training, support and skills; first aid; accident or injury; children's supervision; premises; safety; risk assessments; general information and records matters; information for parents and carers; and changes that must be notified to Ofsted.

We found that the manager has some appropriate risk assessment procedures, identifies most risks and minimises them. However, she does not always eliminate all risks immediately, particularly in the outside area. We found that safeguarding is effective and the manager has appropriate staffing arrangements and meets qualification requirements. However, she does not implement effective staff supervisions to help identify their training needs and improve their practice. Nevertheless, there are enough paediatric first-aid qualified staff, and accidents and injuries are dealt with appropriately. Staff constantly supervise children and maintain the premises. We also found that there are appropriate arrangements for general information and records matters, and information for parents and carers. The manager has an appropriate knowledge about changes that must be notified to Ofsted.

Following our inspection, we sent the provider a notice to improve that asked them to:

implement robust and effective risk assessments, particularly outside, to ensure any potential hazards to children are identified and removed, to continuously maintain children's safety; and

implement effective supervisions to provide support, coaching and training to staff, and to identify specific training needs in improving their teaching skills.

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)