

## **Complaint about childcare provision**

EY464872/C329568

**Date:** 29/11/2017

### **Summary of complaint**

On 16 October 2017, we received information that raised concerns about the provider's ability to safeguard children. At an inspection we looked at the concerns to see whether the provider was meeting the early years foundation stage requirements relating to staff deployment, safeguarding practice, safeguarding policy, first aid, child supervision, safety, risk assessment and information for parents and carers.

At the inspection we found that suitable staff deployment is implemented. Although daily safety checks are in place, the provider does not carry out risk assessments of the areas used by children or take action to identify, remove or minimise hazards to protect children. We found that a safeguarding policy is in place and implemented in practice, although procedures for checking staff's continued suitability are not fully effective. There is at least one person who has a current paediatric first-aid certificate on the premises and available at all times when children are present. Staff deployment meets the required ratios for the appropriate supervision of children. Parents are informed of any accident or injury sustained by their child on the same day.

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

develop the procedure for checking staff's ongoing suitability and staff's understanding of safeguarding requirements, particularly in relation to when a person is disqualified from working with children

ensure that all reasonable steps are taken to identify and minimise hazards so that children are not exposed to unnecessary risks.

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)