

## **Complaint about childcare provision**

EY470057/C332114

**Date:** 13/12/2017

### **Summary of complaint**

On 16 November 2017, we received a complaint that raised concerns about children's safety. At an inspection, we looked into this concern to see whether the club was meeting the requirements to safeguard children and promote their welfare. In particular, the requirements relating to safeguarding policy and practice, child supervision, staff deployment, safety, risk assessment, managing behaviour, and training, support and skills. We found that, on occasion, staff were not deployed effectively to supervise children adequately, which poses a risk to children's safety. Staff had not fully used the risk assessments in place to identify and minimise potential risks to children. In addition, at times, they do not manage children's behaviour well. We found that staff understand safeguarding procedures and how to manage concerns and that, overall, managers support staff and help them develop skills to improve practice. Following our inspection, we sent the provider a notice to improve that asked them to: ensure staff are deployed effectively to supervise children well and meet their needs at all times to ensure their safety, ensure staff use risk assessments effectively to identify potential safety hazards and take prompt action to minimise any risks, to safeguard children's well-being, and ensure staff consistently manage all aspects of children's behaviour appropriately. The provider remains registered with Ofsted. Complaint

### **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)