

## **Complaint about childcare provision**

EY463855/C203289

**Date:** 26/11/2014

### **Summary of complaint**

On 24 January 2014 we received information that raised concerns about supervision and safety of children. At an inspection we looked into these concerns to see whether the setting was meeting the regulatory requirements for child supervision, staff deployment and safety and suitability of premises, environment and equipment. In particular, these include requirements that state: staffing arrangements must meet the needs of all children and ensure their safety; providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met; providers must ensure that their premises are fit for purpose; spaces, furniture, equipment and toys, must be safe for children to use; and regular reviewed risk assessment should identify aspects of the environment that need to be checked on a regular basis.

At the inspection we found that, although the provider had made some improvements: an area of the premises and its furniture is not fit for purpose; risk assessment is not regularly reviewed or completed; and staff are not always well deployed so they do not adequately supervise children throughout all of the sessions. Following our inspection, we sent the provider a notice to improve that asked them to: improve the deployment of staff working with younger children to make sure that staff supervise children at all times and keep them safe; organise the premises so that all areas are equipped with appropriate furniture to meet the needs of children; and develop the risk assessment and review this regularly to identify all hazards for children and how the risk will be removed or minimized, with particular regard to the use of furniture. 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 about the complaints process please view the [\*Concerns and complaints about childminders and childcare providers\*](#) leaflet (Reference no. 080120)