

Complaint about childcare provision

113365/C277032

Date: 06/05/2016

Summary of complaint

In March 2016 we received information that raised concerns about child protection, staffing, staff suitability and safety of premises. The information relates to the Early Years Foundation Stage requirements, in particular the requirement regarding safeguarding, suitable people, staff: child ratio and safety and suitability of premises.

On 12 March 2016, we carried out an unannounced visit to the setting to discuss the concerns with the nominated person.

We viewed setting's policies, procedures and risk assessments. We met with the staff to establish their knowledge and understanding of the legal requirements and we observed practice in the activity rooms.

On 15 March 2016, we met with the nominated person to look at documents that was not available at the visit on 12 March 2016.

We found that staff did not have a clear knowledge and understanding of safeguarding issues and had not made safeguarding referrals for children in a timely way. We also found that the provider did not have an effective safeguarding policy, particularly with regard to the use of mobile phones and cameras.

We found that staffing arrangements did not meet the needs of children at all times and health information was not recorded consistently.

We found that the provider did not carry out regular supervisions or ensure that staff remain suitable to work with children throughout their employment. We also found that the provider did not ensure that regular fire drills were carried out.

Following our visit, we served welfare requirements notice that requires the

provider to:

- ensure that the safeguarding policy and procedures includes an explanation of the action to be taken in the event of an allegation being made against a member of staff, and covers the use of mobile phones and cameras in the setting

- train all staff to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues

- have regard to the Government's statutory guidance 'Working Together to Safeguard Children 2015'. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police

- ensure that staff are aware that they are expected to disclose any convictions, court orders, reprimands and warning that may affect their suitability to work with children

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirement notice. Failure to comply may result in prosecution.

We also served notice to improve that asked the provider to;

- ensure that staffing arrangements meet the needs of all children and ensure their safety (EYR)

- ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families (EYR)

- take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, and have an emergency evacuation procedure in place (EYR)

- maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met with particular regard to children seizure charts (EYR)

- ensure that a daily record of the names of the children being cared for on the premises, and their hours of attendance are recorded (EYR)

- ensure that children receiving childcare are kept safe from harm (CCR and VCR)

- ensure that every person caring for children is alert to any indications that a child may be suffering from harm (CCR and VCR)

- ensure that a sufficient number of persons are present at all times on the relevant premises to ensure the safety and welfare of the children whom care is provided (CCR and VCR)

- designate a lead practitioner to have particular responsibility for ensuring the welfare and safety of the children (CCR)

- ensure the lead practitioner for ensuring the safety and welfare of the

children provides support and guidance in relation to child protection matters to any person who cares for children (CCR)

- ensure the lead practitioner liaises with any local Safeguarding Children Board and Director of Children Services as appropriate (CCR)
- have effective systems to ensure that the manager and any person caring for, or in regular contact with, children is suitable to work with children (CCR and VCR)
- ensure that a daily record of the names of the children looked after on the premises and their hours of attendance are recorded (CCR and VCR)

We monitored the provider and found that they had taken sufficient action to meet the requirements.

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)