

Complaint about childcare provision

109251/C278442

Date: 03/06/2016

Summary of complaint

On 19 February 2015 the provider notified us that an allegation had been raised against a member of staff. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider. We do not investigate to prove or disprove information but we use the information to check if the setting is meeting all legal requirements. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to suitable people, safeguarding policy and managing behaviour. We liaised with other agencies and found that they were notified of the allegation by the provider who completed an internal investigation in agreement with the Local Area Designated Officer (LADO). Their investigation into the concerns raised found weaknesses in staff practice, including procedures relating to managing children's behaviour, safeguarding and whistle blowing. The provider took action in respect of this by ensuring staff completed relevant training to improve their knowledge and practice. The provider devised individual action plans for staff so that their learning needs were clearly identified and monitored. In addition, the provider worked at the setting to monitor staffs practice and staff were also supported by the local authority early years consultant.

Between January and March 2016 we received concerns from parents relating to the original allegation, including concerns about poor communication with parents. We liaised with other agencies and the provider. We found that there was poor communication with parents.

On 20 April 2016 we conducted an unannounced visit to the setting. We observed staff practice, relevant documentation and held discussions with staff and managers. We found that the provider has suitable systems in place

to monitor staff practice including regular meetings and appraisal. We also found that improvements have been made to procedures for implementing safeguarding procedures, which includes whistle blowing arrangements and working with other agencies. The provider took action to improve information sharing with parents in the future. We also found that the provider took action to address weakness in staff practice and staff have completed training in managing behaviour, safeguarding and reviewed policies and procedures. We found that staff demonstrate a clear understanding of appropriate behaviour management strategies, safeguarding and whistle blowing procedures.

We are satisfied with the action taken by the provider. 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