

Complaint about childcare provision

EY498340/C288308

Date: 09/07/2016

Summary of complaint

On 28 June 2016, we received a notification from an outside agency that raised concerns regarding several of the Early Years Foundation Stage requirements. We investigated the concern to see whether the setting was meeting the requirements relating in particular to safeguarding practice, safeguarding policy, suitability of staff, qualifications and child protection. In addition, we also looked at the suitability of the premises, resources and the information provided for parents.

We carried out an unannounced visit to the premises and found that the provider had carried out an internal investigation following receipt of the concerns. As a result, the provider had reviewed the deployment of staff, areas of risk assessment and safeguarding policy and procedures. They had improved security procedures for the front door and fitted an internal doorbell so that parents and visitors cannot enter the nursery without staff being alerted. The provider was able to demonstrate that staff are appropriately vetted and qualified to work with children. The provider stated that there is always a member of staff on site who is qualified in first aid and that staff who are not vetted are never left alone with children. The provider is the designated member of staff with responsibility for child protection. Staff demonstrated that they had an adequate understanding of what they would do if they had concerns about a child's welfare.

However, we found that the provider needed to improve their procedures relating to key person and managing behaviour. All children were not assigned a key person consequently not all children's welfare, learning and development is supported. We also found that behaviour was not always managed in an appropriate way so that children understand the expectations for behaviour. In addition, we found that aspects of the environment and resources needed to be improved. For example, the provider had risked

assessed the outdoor play area as unsuitable however, children have access to communal hallways that are used to store building materials, this compromises children's safety. Children's play resources were not of sufficient quality and books are not always accessible to children.

Following the visit, we issued the provider with a notice to improve that asked them to:

ensure children's behaviour is managed in an appropriate way; this specifically refers to supporting children to understand expectations for behaviour using positive and consistent methods

improve the key person system to meet children's individual care and learning needs, to build effective relationships and help children settle, feel valued and secure

ensure that the premises and resources are fit for purpose and comply with requirements of health and safety legislation.

The provider was found to be meeting the legal requirements relating to other aspects of the complaint.

We will monitor the provider's response to the notices issued.

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