

Complaint about childcare provision

EY475354/C282302

Date: 16/08/2016

Summary of complaint

On 20 April 2016 we received a complaint that raised concerns about a child being left unsupervised within the setting for a period of time, as well as concerns about staff to child ratios being met.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, the requirements relating to staff:child ratios.

On 20 June 2016 we made an unannounced visit to the setting. We found that on occasions, staff to child ratios were not met. The provider has taken action to ensure that they are now met. However, we found the deployment of staff does not ensure that children's individual needs are met through appropriately qualified staff, particularly in relation to babies under two years.

We also found that the overall monitoring of the nursery is not effective. This is because systems to monitor the performance of managers do not ensure that concerns are identified in a timely way. The provider had taken some action to address this, by making changes to the management team; however, staff to child ratio requirements and staff deployment remain a concern. In addition, the recent high staff turnover has impacted on the effectiveness of the key person system.

We also found that procedures for inducting new managers and supervision of staff arrangements are not effective; they are not held consistently or used to improve the quality of the nursery.

Although it did not relate to the original concern, we found that systems to ensure the ongoing suitability of staff are not effective. We found that staff

personnel files are disorganised, which ensures the efficient management of the nursery and confidential information is not kept securely so they can be easily accessed when needed. We also found that complaints are not recorded consistently.

The provider also failed to notify Ofsted when the name of the nursery changed. The provider has since notified Ofsted of this change.

Following our visit, we issued the provider with an initial warning letter for failure to notify Ofsted of significant events. We also served a welfare requirements notice on the provider that required them to:

ensure systems in place to assess the suitability of staff are robust and used to check the ongoing suitability of all staff

improve systems to monitor the effectiveness of management arrangements to ensure continuous improvement of the setting

ensure those new into role, particularly managers, are given appropriate and effective induction and support so that they carry out their role effectively and are clear of their roles and responsibilities

improve the procedures in place for the supervision of staff so they are appropriately supported and challenged

ensure staff are deployed effectively, with appropriate qualifications, to ensure the needs of all children are met, specifically in the baby room

improve systems for recording and storing information relating to staff and children so they are kept securely and can be easily accessed when necessary

ensure procedures for dealing with concerns and complaints are followed, and are fully investigated and recorded with the outcome.

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

We monitored the provider's compliance with this notice and were satisfied with the action they have taken.

On 14 July 2016 we received a complaint concerning the storage of milk. We needed to investigate this concern to see whether the setting was meeting

the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, the requirements relating to food and drink. We found that the provider had taken action to address the concerns and we are satisfied with the action taken.

The provider continues to be 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