

Complaint about childcare provision

EY375074/C290852

Date: 07/10/2016

Summary of complaint

On 25 July 2016 and 28 July 2016 Ofsted received concerns with regard to the nappy changing procedure, how staff receive induction and training. Ofsted also received a number of additional concerns on 1 September 2016 and 2 September 2016. The additional concerns indicated that the EYFS requirements were not being met in terms of Behaviour management, supervision of children. Preparation of meals, Food storage, staff training in relation to serving meals. Ratios, supervision of children. Staff not recording accidents. The recent changes to the management team and the conduct of the registered provider.

In addition there were indications that children's development files assessment of children's progress and planning to ensure children's individual needs were being met, had not been maintained. Also that staff suitability checks were not being completed.

Relevant requirements: Planning. Educational programmes. Assessment. Safeguarding practice. Safeguarding Policy. General Suitability matters. Qualifications. Training, Support and Skills. First Aid. Complaints. Key persons. Ratios. Child Supervision. Staff deployment. Medicine. Food and drink. Accident or injury. Managing behaviour. Safety. Risk assessment. General information and record matters. Information about the child. Information for parents and carers. Complaints. Information about the provider. Changes that must be notified to Ofsted

We visited the setting unannounced on 21 September 2016. We do not investigate to prove or disprove a complaint but use the information to check if the childcare provider is meeting all legal requirements. We found that the EYFS requirements were being met in relation to all the aspects of the concerns raised. The inspector examined relevant records, observed childcare

practice and discussed with staff their understanding of safeguarding children, ratios, training needs and how they would deal with any concerns about the management of the setting.

However it was identified that the record of staff induction did not identify the specific areas of training given to a staff member including the nappy changing procedure.

We sent the provider a notice of action to improve that asks them to: ensure that children are safeguarded by having an effective induction process. The process must also evidence that staff have been provided with understanding of their roles and responsibilities. Also that it includes information about and health and safety issues particularly in relation to the nappy changing procedures. (3.20 Staff qualifications, training, support and skills)

The provider responded to the action imposed and has now implemented a new induction programme to be completed by existing and new staff members. Staff's knowledge and understanding will be confirmed and we are satisfied that the provider remains suitable 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