

Complaint about childcare provision

EY498855/C296338

Date: 29/10/2016

Summary of complaint

On 29 September 2016, we received a notification from an outside agency that raised concerns about training and support for staff and their knowledge and understanding of their roles and responsibilities.

At an inspection, we looked into this concern to see whether the setting was meeting requirements to safeguard children's welfare. In particular, the requirements in relation to training, support and skills; child supervision; risk assessment; staff deployment; safety; general information and records matters; qualifications; first aid; and information about the provider.

We found that although staff have the required qualifications, staff do not have a thorough induction. They do not have a clear knowledge and understanding of their roles and responsibilities and do not have a suitable understanding of the setting's policies and procedures. In addition, they do not have an awareness of the designated person for safeguarding and do not understand and implement the mobile phone policy. We found that staff supervision, training, and support are poor. Although there is a member of staff with valid paediatric first-aid on site at all times, staff do not have an adequate knowledge of risk to ensure children's safety and minimise potential hazards. Staff deployment and supervision is poor. Staff do not supervise effectively when young children use outdoor climbing equipment. The provider fails to ensure the premises are secure, as unknown adults access areas of the premises where children play outdoors. Staff lack the skills and knowledge to manage children's behaviour effectively. They do not liaise effectively with the school and parents to gather adequate information in order to meet children's individual needs. The required record of complaints was not available at inspection.

Following the inspection, we issued a welfare requirements notice that required the provider to:

ensure staff use rigorous risk assessments to identify and minimise all hazards to children's safety and to provide effective supervision, particularly

when they use the outdoor play equipment;
implement effective induction and supervision procedures to ensure that staff receive adequate training, support and coaching; they fully understand all policies and procedures; and they are clear about their roles and responsibilities in safeguarding children;
improve staffing arrangements to ensure they are deployed effectively to engage children at all times;
implement effective security measures to ensure that unauthorised adults going into the school are not able to gain access to areas of the premises where children who attend the after-school club are present;
train staff to manage children's behaviour so that all children receive clear messages about behavioural expectations; and
ensure all the required documentation, including information from complaints, is available at inspection.

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.

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