

## **Complaint about childcare provision**

EY481222/C298984

**Date:** 16/12/2016

### **Summary of complaint**

An inspection was conducted on 01 November 2016. At the inspection we found that the provider was not compliant with the Early Years Foundation Stage welfare and learning requirements. As a result the inspection judgement was that the quality and standards of the early years provision was inadequate.

Following the inspection the provider was issued with a Welfare Requirements Notice requiring the provider to:

implement an effective safeguarding policy and procedure in line with the guidance of the Local Safeguarding Children Board (LSCB), which enables effective and appropriate action to be taken in the event of an allegation against a member of staff or concerns arising about a child

ensure all staff have a secure and up to date understanding of safeguarding issues, that includes knowledge of how to respond to possible signs and symptoms of abuse in a timely and appropriate way by referring concerns to the correct agency

ensure the designated officer for safeguarding has a secure knowledge of all aspects of her role to safeguard children effectively, to identify, understand and respond to any signs a child's welfare may be at risk, and to offer appropriate support, advice and guidance to staff on an ongoing basis

exchange information with other professionals working with the children, the police, social services and Ofsted, as appropriate, to ensure the welfare needs of all children are consistently met

implement effective arrangements for supervision of staff that provide support, coaching and training to ensure staff understand their roles and roles and responsibilities and meet children's individual needs

gather accurate information from parents when children start, so that staff gain a good understanding of the needs, abilities and interests of each child, and can provide effective support from the outset

ensure all children have opportunities to take part in outdoor activities on a daily basis to support their well-being.

We carried out an unannounced visit to monitor the provider's compliance with the notices issued. We found that the provider had improved practice to ensure children have opportunities to take part in outdoor activities on a daily basis. Also systems are in place to gather information from parents when children start, however this did not ensure that sufficient detail is always obtained to support the specific needs of all children. Arrangements for staff supervision were not yet effective in helping to provide support and training for staff. Information on what to do if staff have concerns about a child are now readily available. However there has been insufficient progress with regards to improving safeguarding awareness. The supervision of children is not sufficiently robust and therefore we served the provider with an additional welfare requirement notice, which requires the provider to:

ensure all staff effectively supervise children and implement robust procedures for monitoring the arrival and departure of children

We will continue to monitor the provider to ensure compliance with the requirements and will re-inspect the provision within six months.

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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)