

Complaint about childcare provision

EY501686/C302281

Date: 06/01/2017

Summary of complaint

On 12 December 2016, we received a notification that raised concerns about safeguarding policies and procedures.

We carried out an unannounced inspection and looked into the concern to see whether the provider was meeting the requirements in relation to safeguarding practice; safeguarding policy; general suitable people matters; training, support and skills; key persons; child supervision; staff deployment, and equal opportunities.

We found that safeguarding policies and procedures are not robust and are not in line with the Local Safeguarding Children Board. Some staff lack a secure understanding of how to identify and respond to safeguarding concerns about staff. The manager does not monitor staff practice or provide effective monitoring, support, coaching and training for all staff. Induction procedures are weak and do not ensure that staff fully understand all policies and procedures or their roles and responsibilities. The key-person approach is weak. Some staff fail to listen to children and respond to their interests and individual needs. The manager checks the suitability of staff and has effective procedures to deploy staff. Staff supervise children at all times.

Following our inspection, we sent the provider a notice to improve that asked them to:

ensure safeguarding policies and procedures are in line with the Local Safeguarding Children Board, specifically to manage any allegations about staff, and develop further the staff's understanding of how to identify and respond to safeguarding concerns

implement effective induction procedures to ensure that staff fully understand all policies and procedures, and they are clear about their roles and responsibilities, including safeguarding children

provide effective monitoring, support, coaching and training for all staff to raise the quality of staff practice and teaching across the nursery

develop the key-person system to ensure that all staff listen and respond to

children and consistently meet their individual needs.
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