

Complaint about childcare provision

EY460674/C299545

Date: 21/12/2016

Summary of complaint

On 8 November 2016, the provider notified us that she was investigating a safeguarding allegation against a member of staff. The notification means that the provider met their legal responsibility as set out in the early years foundations stage welfare requirements to notify Ofsted of allegations of serious harm or abuse by any person living, working, or looking after children at the premises and the action taken in respect of these allegations.

Ofsted conducted an unannounced visit and looked into this concern to see whether the setting was meeting EYFS welfare requirements, in particular we considered the requirement relating to Child protection which states: 'if providers have concerns about children's safety or welfare they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police. We also looked into the EYFS welfare requirements relating to suitable people, disqualification and staff qualifications, training support and skills.

During the visit, we completed observations of practice, scrutinised related documentation, interviewed the provider/manager, and discussed practice with some of the staff team. We found that the provider/manager did not follow the setting's safeguarding policies and procedures by referring concerns about allegations against staff to local agencies with statutory responsibilities, without delay. We found not all staff have a sound understanding of the settings safeguarding policies and procedures. We found vetting and recruitment procedures not fully completed for all staff, including checking to make sure they do not live with anyone who may not be suitable. We found the provider was not aware of the DBS referral service. We also found the provider/manager does not carry out effective supervision to help monitor, coach and support staff.

Although it did not form part of the original concerns, we found that the provider has not appropriately responded to written concerns brought to her attention by parents.

Following our investigation we issued the provider with a notice to which required the provider to:

ensure all staff receive training to understand the safeguarding policy and procedures, including in the event of an allegation being made against a member of staff

ensure the designated lead for safeguarding implements the safeguarding policy and procedures and notifies appropriate agencies who have statutory responsibilities without delay

ensure that all staff are suitable to work with children by ensuring identity checks and vetting processes have been completed, including checking that staff are not living with someone who is not suitable

improve knowledge and understanding of when it is appropriate to make a referral to the disclosure and barring service

ensure all staff, including the managers have appropriate arrangements in place for supervision which helps staff understand their roles and responsibilities, identify solutions to address issues as they arise and promote continuous improvement

ensure any written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

The provider responded satisfactorily. 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