

Complaint about childcare provision

EY425467/C293568

Date: 23/02/2017

Summary of complaint

On 30 August 2016 we received a notification from the provider to inform us that an allegation had been made against a staff member. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to suitable people, safeguarding policy and managing behaviour. We liaised with other agencies and found that they were notified of the allegation by the provider who then completed an internal investigation in agreement with the Local Area Designated Officer (LADO). No further action was taken against the staff member regarding this concern, however during the investigation it came to light that there were delays in completing all vetting checks for this member of staff. We continued to liaise with other agencies and found that the setting has improved their procedures to ensure all vetting checks are now completed before staff begin working at the nursery.

On 25 November 2016 we received further concerns relating to staffing levels, recruitment procedures, staff training including computer systems to record children's progress, supervision of children and staff deployment. Concerns also detailed that fire evacuation procedures are not adequate and first aid boxes are not complete, that children's food and drink requirements are not met and some areas of the premises and furniture are not suitable. We needed to check whether the provider is meeting the safeguarding and welfare requirements relating to: general suitable people matters; ratios; staff deployment; supervision of children; training, support and skills; qualifications; first aid; food and drink; risk assessment and premises.

On 28 November 2016 we conducted an unannounced visit to the premises.

We discussed the concerns raised with the manager and observed the premises and relevant documentation. We found no evidence to suggest that regulations are not met relating to ratios, staff deployment, supervision of children, training, support and skills, qualifications, first aid, food and drink and risk assessment. We found some weaknesses regarding regulations for general suitability matters because records of staff disqualifications by association are not well maintained. We also found that staff conduct emergency evacuation procedures for each group room, although they have not done this together as whole nursery. Following the visit we contacted the manager to discuss the action they have taken and found that they now practise whole nursery evacuation procedures and records relating to staff disqualification by association have been updated. We are satisfied with the action taken by the provider to meet requirements. 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