

Complaint about childcare provision

EY482631/C308474

Date: 22/03/2017

Summary of complaint

On 2 March 2017 we received a complaint that raised concerns about the leadership and management of the setting with regard to their ability to ensure the suitability of staff and all those working with the children.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to;

'Suitable people'. In particular providers must ensure that people looking after children are suitable to fulfil the requirements of their roles. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable.

Providers other than childminders must obtain an enhanced criminal records disclosure in respect of every person aged 16 and over who:

- works directly with children;
- lives on the premises on which the childcare is provided; and/or
- works on the premises on which the childcare is provided (unless they do not work on the part of the premises where the childcare takes place, or do not work there at times when children are present).

Providers must tell staff that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children (whether received before or during their employment at the setting). Providers must not allow people whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for.

Providers must record information about staff qualifications and the identity

checks and vetting processes that have been completed (including the criminal records disclosure reference number, the date a disclosure was obtained and details of who obtained it).

Practitioners must not be under the influence of alcohol or any other substance which may affect their ability to care for children. If practitioners are taking medication which may affect their ability to care for children, those practitioners should seek medical advice. Providers must ensure that those practitioners only work directly with children if medical advice confirms that the medication is unlikely to impair that staff member's ability to look after children properly. Staff medication on the premises must be securely stored, and out of reach of children, at all times.

'Staff qualifications, training, support and skills'. In particular providers must ensure that all staff receive induction training to help them understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, the provider's equality policy, and health and safety issues. Providers must support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves.

Providers must put appropriate arrangements in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.

We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that supervision arrangements for the staff and manager, while in place, were not robust and did not provide effective support, coaching and training for staff.

We also found that no one was aware of what offences or circumstances would disqualify a childcare worker from working with children.

Following our investigation, we issued a notice of action to improve which requires the provider to:

3.21 Improve the arrangements in place for the supervision of the staff and include the manager in these arrangements. Ensure that supervision provides the staff and manager with opportunities to discuss any issues, particularly concerning children's development or wellbeing, identify solutions to address issues as they arise and receive coaching to improve personal effectiveness.

3.14 Improve knowledge and understanding of what offences or circumstances would disqualify a childcare worker from working with children and implement systems to ensure that all childcare workers are informed.

On 10 April 2017 we received a written response to the notice of action to improve from the provider. The provider provided details of what action they have taken.

We will monitor these actions at the next inspection.

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