

Complaint about childcare provision

119764/C314382

Date: 06/06/2017

Summary of complaint

On 10 May 2017, we received a concern of a safeguarding nature. We needed to check to make sure the provider was meeting the early years foundation stage safeguarding and welfare requirements. In particular, the requirements that relate to 'child protection' and 'suitable people'.

On 30 May 2017, we carried out an unannounced visit to the provision, where we reviewed documentation, observed practice and spoke to staff, the manager and the chair of the committee. We found the provider has a robust system in place to check ongoing suitability of staff and this is supported by a clear recruitment process. The provider has implemented clear changes to the procedure of taking photographs of children both within the setting and out on trips and outings. However, we found the provider did not report allegations against a member of staff in line with the Local Safeguarding Children Board (LSCB).

Although not related to the original concerns, we found that staff do not receive supervision and do not have an opportunity to discuss key issues and concerns. We also found new members of staff do not always receive induction training to help them understand their role and responsibilities, in particular, around child protection and safeguarding.

As a result, we issued the provider with a notice to improve, that asks them to:

extend the arrangements to ensure every member of staff receives effective supervision;

ensure the supervision process provides opportunities for staff to discuss any issues, identify solutions and receive coaching to support their personal

effectiveness;

ensure appropriate procedures are followed and report allegations against a member of staff in line with the Local Safeguarding Children Board (LSCB);

ensure all new members of staff receive an effective induction so they are aware of their role and responsibilities.

We are satisfied with the action taken by the provider to meet the notice to improve. 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