

## **Complaint about childcare provision**

EY444346/C315429

**Date:** 07/06/2017

### **Summary of complaint**

On 22 May 2017, we received information from an outside agency that raised concerns about the way the setting manages children's behaviour and the sleeping arrangements for babies. We needed to check to make sure that the provider was meeting the early years foundation stage safeguarding and welfare requirements. In particular, the requirements that relate to behaviour and safety.

We liaised with outside agencies and carried out an unannounced visit to the setting. We held discussions with the manager and staff, made observations and looked at relevant documentation. We found that while staff were seen to be checking on babies that slept, the equipment used to monitor them was not always switched on. We also found that some aspects of children's social and emotional development were not fully supported.

Although it was not part of the original concerns, we found that the provider's knowledge of some aspects of safeguarding procedure was weak.

As a result of the visit, we issued a notice to improve that asks the provider to:

- ensure that all staff have a thorough understanding of the procedures to follow in the event of an allegation being made against a member of staff;
- review and update the safeguarding policy to ensure that it provides a clear explanation of the procedures to be followed in the event of an allegation being made against a staff member- with particular regard to the role of the Local Authority Designated Officer (LADO);
- ensure all equipment used to monitor children's safety is in good working

order and used appropriately;

- review the arrangements for supporting children's personal, social and emotional development, with particular regard to how to manage their feelings and understand appropriate behaviour.

The provider responded appropriately to the actions raised in order to meet requirements and 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)