

Complaint about childcare provision

EY489541/C301187

Date: 23/06/2017

Summary of complaint

On 28 November 2016 we received a complaint, that alleged, ratios were not being maintained, that member of staff were left with children without the relevant checks being completed, that there are some occasions were no members of staff that have first aid training are present, that the person who is the identified SENCO in the setting does is not able to perform their role, that fire drills are not being practised, that a child was left in a school yard during a pickup and that personal mobile phones were being used to take photographs of the children. We needed to consider whether the setting was meeting the Statutory framework for the early years foundation stage.

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

We carried out an unannounced visit to the premises and found that ratios were being maintained, although records of times when staff were caring for the children were not always maintained and we were not able to see records of both staff's and children's attendance for some specific periods. We found that all staff at the setting had either gone through the relevant checks, or where in the process of these being done and where checks were being obtained unchecked staff were working alongside checked members of staff and were not being left on their own to care for children. Two member of staff hold first aid training. While there is a person who is identified as the SENCO at the setting, this person has not yet completed training to ensure that they are confident in the role and able to effectively support children with additional needs. We found that staff knew what to do in the event of a fire, however, the acting manager did acknowledge that fire drills had not been practised since the previous manager left in August. All of the members of staff spoken to on the day and the acting manager stated that a child had

not been left in the playground at a school. We observed that personal mobile phones are locked in a cabinet in the office and staff that we spoke to during the visit were all aware of the settings mobile phone policy. The staff who we spoke to told us that they had not been asked to take photographs of children with their own phones. We were unable to speak to the director of the registered setting at the time of the visit.

Although it was not part of the original concerns when we arrived at the setting there was a bottle of alcohol on the shelf outside of the office, the acting manager then put this in the office when we arrived, however, this incident had not been sufficiently risk assessed. The acting manager told us that this had been brought in by a parent as a Christmas present.

Following our inspection, we sent the provider a welfare requirements notice that required them to, ensure that the identified SENCO has the necessary skills and abilities to support children with SEN or disabilities; consistently maintain a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person; ensure that records are easily accessible and available and ensure that all reasonable steps are taken to ensure that staff and children are not exposed to risks

We carried out an unannounced visit to check the provider had complied with the welfare requirements notice. We found that records of attendance for children were being consistently maintained and the records to show which staff had been working with the children were clear. We found that the setting had agreed to let parent know that they would not accept alcohol as Christmas presents so that this would never be kept on site. The provider told us that although the SENCO has not yet accessed training relevant to their role a new member of staff has been employed with considerable experience in this area. We were told that this member of staff will support the SENCO and meetings have taken place between the SENCO and appropriate staff at the local authority to support the SENCO's knowledge of their role.

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