

Complaint about childcare provision

EY498127/C317443

Date: 22/06/2017

Summary of complaint

On 14 June 2017 we received a complaint which alleged that staff had left a child unsupervised in the building during an outdoor play activity. The complaint also related to an allegation that a member of staff had pinched a child. These concerns relate to the early years foundation stage (EYFS) welfare requirements.

On 16 June 2017 Ofsted conducted an unannounced visit and looked into the concerns to see whether the setting was meeting early years foundation stage welfare requirements, in particular we considered the requirement relating to Staff: child ratios - all providers (including childminders) which states: staffing arrangements must meet the needs of all children and ensure their safety. Providers must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Providers must inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Children must usually be within sight and hearing of staff and always within sight or hearing.

We also looked into the early years foundation stage welfare requirements relating: child protection; suitable people; staff qualifications, training, support and skills; key person; safety and suitability of premises, environment and equipment; premises; risk assessment; outings; special educational needs; information and records; Information about the child; information for parents and carers; complaints; and Changes that must be notified to Ofsted or the relevant childminder agency.

During the visit we completed observations of practice, scrutinised related documentation, interviewed the provider/manager, and discussed practice

with some of the staff team. We found that supervision of children had not been sufficiently robust which resulted in a child being left unsupervised in the building during an outdoor play activity. The provider has put in place revised procedures to minimise the risk of similar incidences recurring, therefore we have not issued a notice in respect of this.

We also found that although there are regular individual meetings with staff to provide supervision and support, these were not effective enough in monitoring staff skills and identifying areas for improvement, or to foster a culture of team work and consistency in practice.

We also found that risk assessments are in place to check the safety of the premises but these did not take account of some potential hazards, for example the risks arising from wet floors.

Additionally we found that staff have a clear understanding of the safeguarding procedures which must be followed where there are concerns about the welfare of a child or the suitability of an adult. However occasionally children's absence from nursery was not monitored; and systems for gathering all relevant information about children to support their welfare is not sufficiently robust.

Following our investigation we issued the provider with a welfare requirements notice which required the provider to:

implement effective supervision to provide support, coaching and training to staff, and to foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues;

make sure the named deputy is capable and qualified to take charge in the manager's absence, and ensure there is clear evidence which shows how their suitability has been assessed and monitored;

conduct risk assessments, which identify how risks will be removed or effectively minimised and take account of wet floors, particularly in the children's toilet area;

ensure there is a system that is known and understood by all staff for following up absences;

make sure there are reliable and effective systems in place to gather all relevant information to alert staff about any issues of concern in the child's

life at home or elsewhere.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

On 15 August 2017 Ofsted conducted an unannounced monitoring visit to check that the provider had taken appropriate steps to meet the welfare requirement notices. We were satisfied with the measures taken by the provider to comply with the notices. The staff demonstrated a clear understanding of their role and responsibilities to ensure children are safeguarded and protected. The provider has appointed an appropriately qualified and experienced deputy manager. Staff supervision meetings had taken place and ongoing arrangements are in place. Risk assessments are improved and followed by staff to ensure appropriate safety practices are implemented.

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