

Complaint about childcare provision

200835/C320961

Date: 02/09/2017

Summary of complaint

On 19 July 2017 we received a complaint that raised concerns about the managing of children's behaviour by adults where children could have possibly been injured.

We needed to investigate this concern to see if the provider was meeting the Early Years Foundation Stage welfare requirements relating to Child protection; Suitable people; Staff: child ratios; Behaviour management; Accident or injury.

We made an unannounced visit to the setting and looked into these concerns. We found that the provider was not compliant with the EYFS requirements. Although they had the required documents to complete, in the event of an accident or incident to a child, and all staff have current suitability checks, they were unable to demonstrate the correct action they would take in the event of an allegation being made regarding a member of staff. We also found that staff are not fully supported by regular supervision and there is no evidence to support that new staff follow an induction process, and some staff references are missing. Behaviour in the setting is being managed effectively and staff re-inforce good behaviour with the children. They were able to demonstrate that they are complying with the adult: child ratios and this was maintained during staff breaks.

Following our visit we asked the provider to:

develop a better understanding and knowledge of the process to follow in the event of a safeguarding allegation being made regarding a member of staff
implement effective arrangements for the supervision and induction of staff
providing targeted support, coaching and training to promote their continual improvement

ensure information relating the safe recruitment of staff is robust in particular the taking up of references

We will monitor the action taken by the provider at the next inspection.

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