

Complaint about childcare provision

EY492608/C320044

Date: 30/09/2017

Summary of complaint

In July 2017, we received a complaint followed by notification from the provider which raised concerns about the suitability of staff and safeguarding practice. The notification means that the provider met their legal responsibility as set out in the early years foundation stage (EYFS) welfare requirements. We also received multiple concerns relating to staff supporting children requiring first aid; the accessibility of confidential information and records; and safety of the premises.

Ofsted conducted an unannounced visit and looked into these concerns to see whether the setting was meeting EYFS welfare requirements, in particular we considered the requirement relating to child protection; suitable people; staff qualifications, training, support and skills; accident or injury; managing behaviour; risk assessment; and information and records.

During the visit we completed observations of practice, scrutinised related documentation, interviewed the developmental regional director; Bright Horizon's safeguarding consultant and manager. We found that the provider liaised with other statutory agencies and followed the settings safeguarding policies and procedures. We found the provider did not have appropriate vetting processes and records in place to show staffs' suitability. We found the provider does not implement effective induction and supervision to appropriately monitor staff. We found the provider does not always ensure all areas of the premises are safe. We also found the provider has secure systems for storing confidential information and records. We found the provider has appropriately qualified first aiders to support children with minor injuries.

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

ensure information about staff vetting processes have been recorded and completed

implement effective staff induction/supervision to provide support, coaching and training and promotes the interests of children

ensure risk assessments identify aspects of the environment that need to be checked on a regular basis and how the risk will be removed or minimised

We carried out a welfare requirement notice monitoring visit on 16 October 2017. We found the provider has taken steps to improve risk assessments. We also found that the provider has not made improvement in ensuring the suitability of staff through the vetting and recruitment procedures and staff induction/supervision continues to be ineffective.

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

ensure information about staff vetting processes have been recorded and completed, in particular employment history, references and proof of ID including address

implement effective induction for bank/agency staff to understand the settings procedures, in particular safeguarding

Implement effective supervision to provide appropriate support, coaching and training to ensure the manager/staff are suitable to carry out their roles and responsibilities.

The provider responded satisfactorily and has decided to close the setting permanently on 22 December 2017. 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